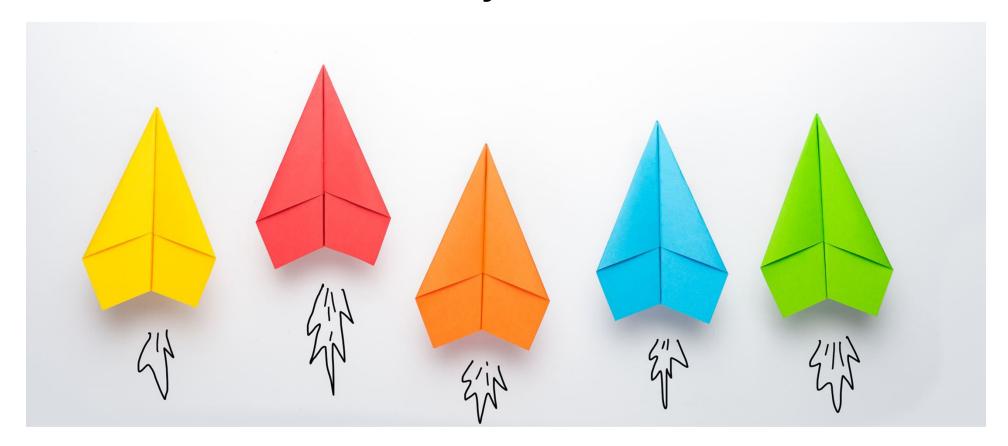


Graduate Medical Education New PC Orientation Series 2 of 6

January 12, 2022





Agenda

- Reminder and Re-cap
- ▶ Check-in Discussion
- Program Evaluation Process
- Work Hours
- MedHub

Reminders

Updates on Covid surge and other related issues tomorrow at the PC monthly meeting @1pm



Reminder: Milestone Submission Due on Mon Feb 14th

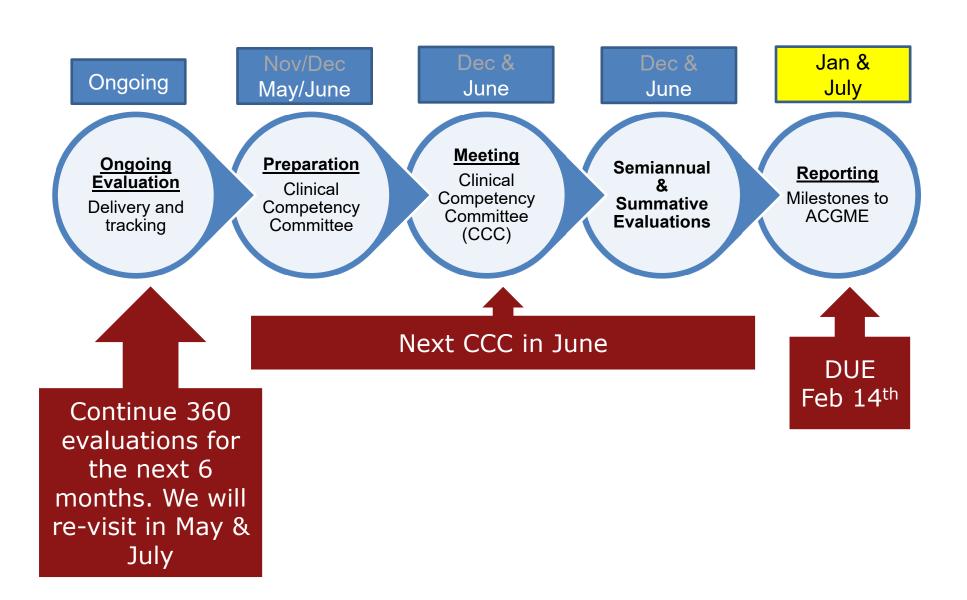
All ACGME programs must submit their milestones by Monday Feb 14th

Login to ADS at https://apps.acgme.org/connect/login

Patient Care

	Not Yet Assessable	Level		Level 2		Level		Level		Level 5
a. PC1.Provide transfer of care that ensures seamless transitions	•	0	0	0	0	0	0	0	0	0
b. PC2.Make informed diagnostic and therapeutic decisions that result in optimal clinical judgment	•	0	0	0	0	0	0	0	0	0
c. PC3.Develop and carry out management plans	•	0	0	0	0	0	0	0	0	0
d. PC4. Provide appropriate role modeling	•	0	0	0	0	0	0	0	0	0

Re-cap of Last Session: Trainee Evaluation Overview



Check-in Discussion

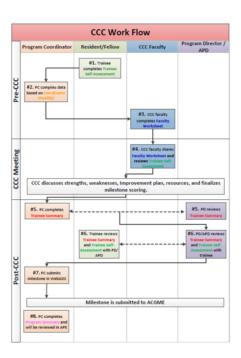
- How did your CCC meeting go?
- What was an "Aha!" or "Huh?" moment you've had?



GME CCC Guidebook

Have you had the chance to use GME's CCC Guidebook?

Metric Checklist								
Metric	Data Path	Comments						
Milestone Summary	**MedHub: Evaluation->Milestone Summary	Average level of each sub-competency based on the evaluation completed in the past 6 months.						
Evaluation by Faculty	All evaluations are stored in MedHub.	Average milestone evaluations by faculty and qualitative comments.						
Evaluation by Peers	Reports with averages can be generated.	Evaluations by peers and qualitative comments.						
Evaluation by Staff	**MedHub: Aggregate Evaluation Report,	Evaluations by nurses and qualitative comments.						
Evaluation by Patients	Aggregate Evaluation Report, Evaluation	Evaluations by patients and qualitative comments.						
Evaluation by Self (Trainee Self- Assessment)	Completion Summary	Compare self-evaluations to evaluations by others to look for discrepancies and consistencies.						
Rotation	Stored in MedHub **MedHub: Resident Rotations Report	Is the trainee on track with the required rotation counts?						
Case/Procedure Logs	Stored in MedHub or reported to the ACGME WebADS system	Is the log up-to-date and meeting minimum requirement?						
Scholarly Work	Option1: Self-reported	Has the trainee done any scholarly work in the past 6 months?						
QI Projects	Option2: MedHub	Has the trainee done any quality improvement work in the past 6 months?						
Work Hours Logged	Stored in MedHub							
Work Hours Violations	**MedHub: Work Hours Summary							
Absences Logged (LOA and sick)								
Conference Attendance	**MedHub: Conference Attendance by							
Grant Rounds Attendance	Resident							
In-Service Exam	2							
Other Metric								
Other Metric 2								
Other Metric 3								



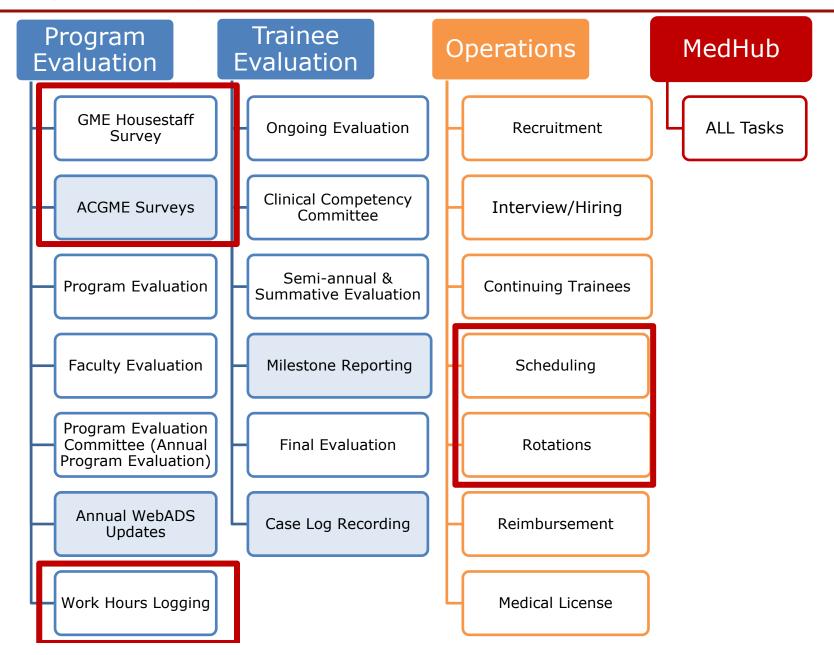
- Download Guidebook at:
 - https://med.stanford.edu/gme/program_portal/program/clinicalcompetency-committee--ccc-.html

Objectives By the end of today's session, you'll be able to... Identify key reports used in Program Evaluation Monitor trainee work hours and rotation schedule Use the corresponding functions on MedHub

Major Responsibilities & Timeline



Program Major Responsibilities



GME Timeline 2021-2022

Tasks	<u>JAN</u>	FEB	MAR			
Milestones	Submit Milestone Reports to ACGME.		based evaluations of attending physicians.			
Clinical Competency Committee	Meet, Review, Finalize in MedHub's Milestone Management section. Submit to ACGME					
Semi-Annual Evaluations	Meet with resident. Document in MedHub.					
ACGME Survey for Faculty and Residents/Fellows	ACGME delive					
Duty Hours	Monthly Ongoing: Review all violations.					
GME Special Review	Occurs any tim	Occurs any time at GME's discretion.				
Site Visit	Occurs at any time with an ACGME notification (minimum 30 days prior to visit). Occurs approximately every 10 years. Advance notice will be posted in ADS (ACGMI Self Study letter of notification).					
Self Study						
CLER	Takes place every 18 months.					

ACGME - External

GME - Internal

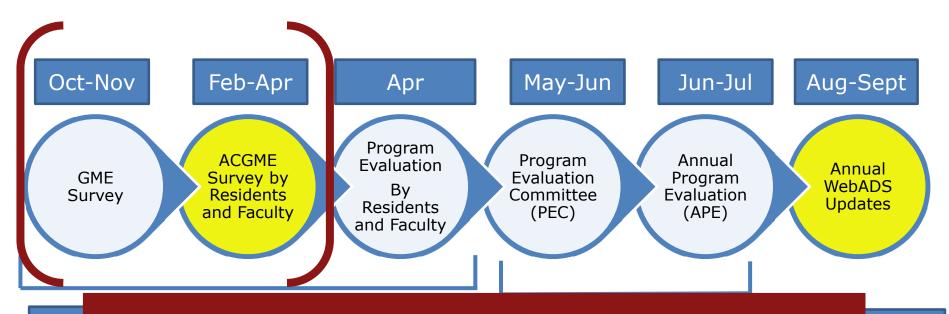
Hard Deadline Tasks

Tasks

Program Evaluation



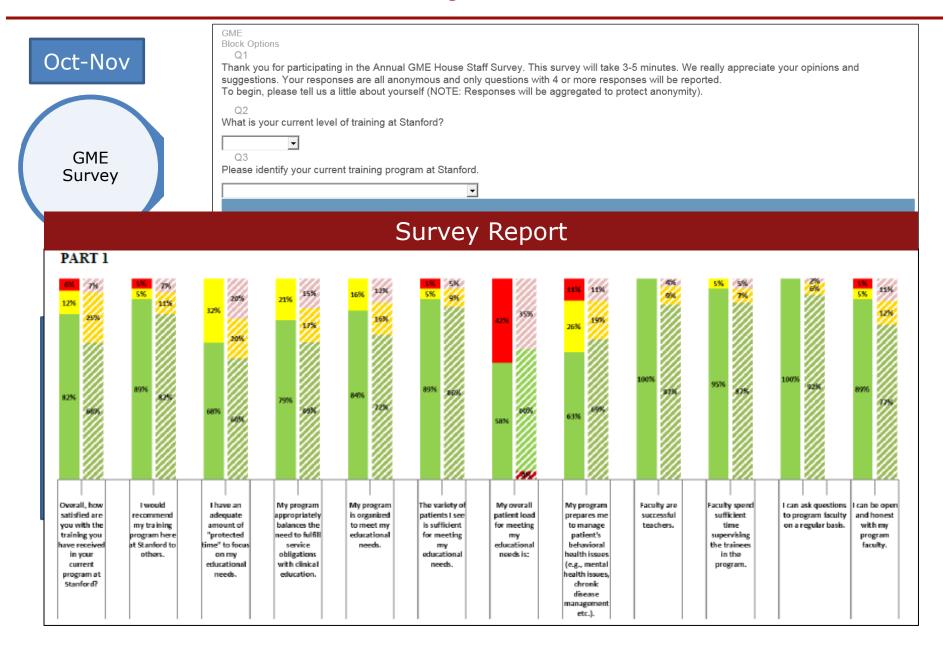
Overview of Program Evaluation Process



We are only focusing on GME survey and ACGME Survey. The rest will be covered in March's PC orientation

t Plan GME

GME Housestaff Survey – Tool #1



GME Housestaff Survey – Cont.

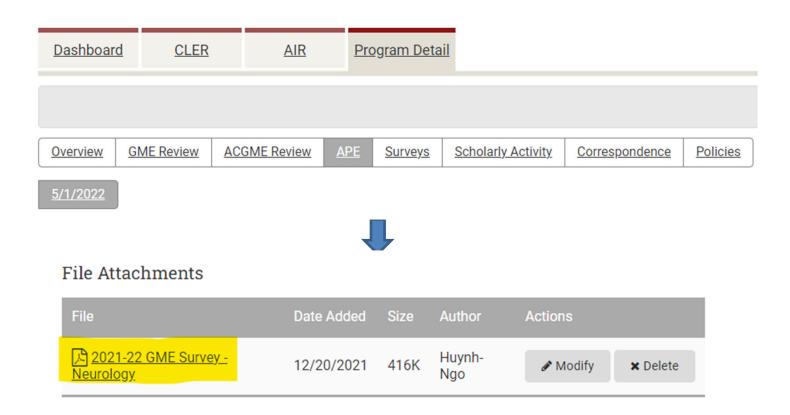
- Completely anonymous and confidential internal survey
- Your role is to remind your trainees to complete the survey
- Reports are generated if program have 4 or more responses
 - Highlights areas your program excels and are deficient in
 - Qualitative comments provide context

▶ Your program will use the report to address areas for improvement or critical incidents, especially before ACGME Surveys are distributed.

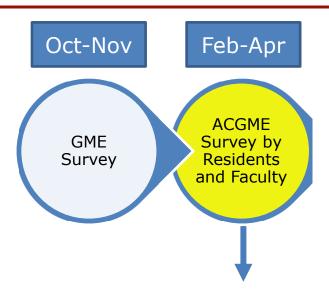


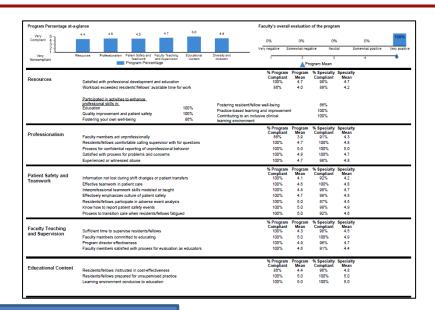
GME Housestaff Survey – Report Location

Located on MedHub → Program Accreditation → APE → Academic Year 2021-2022 under file attachments



ACGME Survey





Purpose: ACGME check in on program quality and another data tool (external) for your program evaluation

Your Role:

- -- Ensure completion rate: resident 70%; faculty 60%
- -- Ensure that residents and faculty understand survey is confidential

ACGME Survey – Cont.

- ACGME's sends annually survey to trainees and faculty
- Completely anonymous and confidential
- Survey will be live from 1/31/2022 4/17/2022 (roughly 11 weeks)
- ▶ ACGME will generate 4 total reports from the survey:
 - (1) ACGME survey by trainee
 - (2) Wellness survey by trainee

- (3) ACGME survey by faculty
- (4) Wellness survey by faculty





ACGME Survey – Domains & Questions

Resources

Professionalism

Patient Safety and Teamwork

Faculty
Teaching and
Supervision

Evaluation

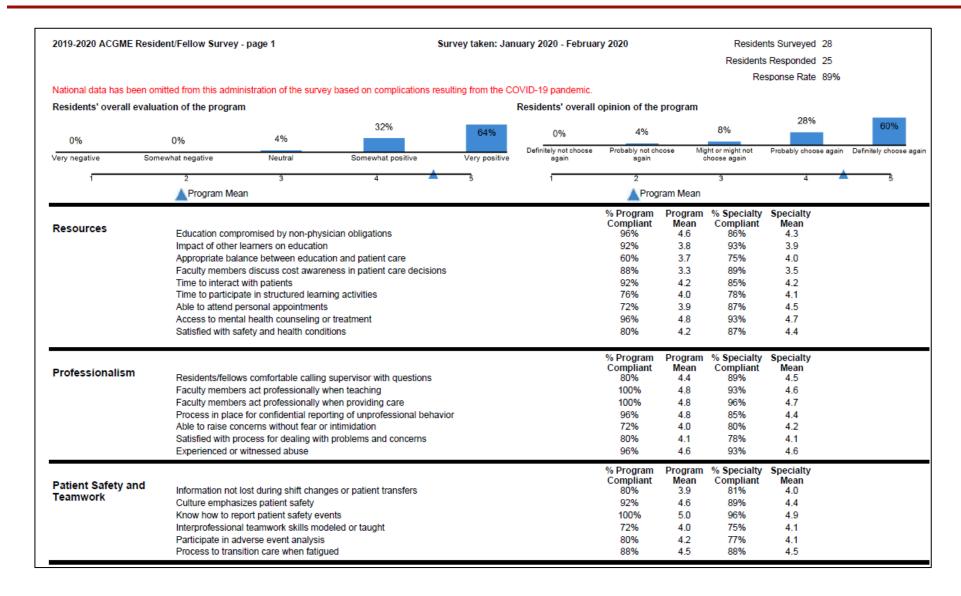
Educational Content

Diversity and Inclusion

Clinical Experience and Education

Wellness

ACGME Survey



Well-Being Survey

2019-2020 ACGME Resident/Fellow Survey

Survey taken: January 2020 - February 2020

Residents Surveyed 24 Residents Responded 24

Well-Being Survey Questions

Response Rate 100%

National data has been omitted from this administration of the survey based on complications resulting from the COVID-19 pandemic.

An important component of the Common Program Requirements is that physician well-being is crucial to delivering the safest, best possible care to patients. The results of the Well-Being Survey are intended to help your program and institution build and improve local well-being efforts, and make it easier to comply with the ACGME well-being requirements.

Aggregate reports will be provided to the program and sponsoring institution when a minimum number of responses is reached. This ensures anonymity and maintains confidentiality for survey respondents. These results are NOT used by the ACGME in the accreditation process.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I find my work to be meaningful.	58.3%	41.7%	0.0%	0.0%
I work in a supportive environment.	75.0%	25.0%	0.0%	0.0%
The amount of work I am expected to complete in a day is reasonable.	20.8%	58.3%	20.8%	0.0%
I participate in decisions that affect my work.	58.3%	37.5%	4.2%	0.0%
I have enough time to think and reflect.	25.0%	54.2%	16.7%	4.2%
I am treated with respect at work.	70.8%	29.2%	0.0%	0.0%
I feel more and more engaged in my work.	29.2%	50.0%	20.8%	0.0%
I find my work to be a positive challenge.	29.2%	66.7%	4.2%	0.0%
I find new and interesting aspects in my work.	33.3%	58.3%	8.3%	0.0%

Program Mean	National Mean
3.6	N/A
3.8	N/A
3.0	N/A
3.5	N/A
3.0	N/A
3.7	N/A
3.1	N/A
3.3	N/A
3.3	N/A

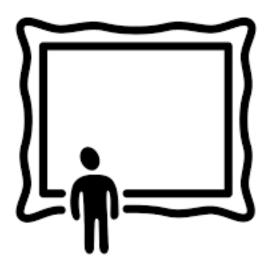
	Strongly Disagree	Disagree	Agree	Strongly Agree
I often feel emotionally drained at work.	12.5%	50.0%	20.8%	16.7%
After work, I need more time than in the past in order to relax.	4.2%	50.0%	33.3%	12.5%
I feel worn out and weary after work.	8.3%	33.3%	50.0%	8.3%

Program Mean	National Mean
2.6	N/A
2.5	N/A
2.4	N/A

This report is confidential and not for further distribution. Please do not publish or share these results outside of your Sponsoring Institution.

ACGME Survey – Purpose and Accreditation

- ▶ ACGME surveys are another tool for your program evaluation process
- ACGME reviews surveys to assess your program
- ▶ Non-compliance (<70% response rate or <80% scoring) is a deficiency and can result in a citation



Your role in ACGME survey – Response Collection

- Track your program's survey completion status on ACGME
- Send reminders to your trainees and faculty
- Ensure all your trainees and faculty completes survey independently and honestly

- ▶ Reports will be generated if there are 4 or more responses AND completion rate is at least 70%
 - GME will send the survey reports when available.



Your role in ACGME survey – Response Collection

- How to encourage high survey response rate
 - Weekly reminders to trainees and faculty
 - Work with PD to dedicate time to complete survey (e.g. before didactics)
 - Reiterate confidentiality and is an opportunity for improvement
 - Have PD review the house staff survey, share within the program, and openly discuss interventions

Understanding the Report

- Your program uses the ACGME survey to address deficient areas and is a guiding datapoint in the annual program evaluation (APE)
- ACGME uses the ACGME survey to evaluate your program
 - Concerning programs are further monitored and can result in a citation or site visit
- ▶ GME uses the ACGME survey to measure your program's performance
 - Additionally, GME creates the 5-year trend analysis report to review longitudinal data. The 5-year trend analysis is a dashboard overview of your program's performance every year

GME Reports on Program Quality Indices

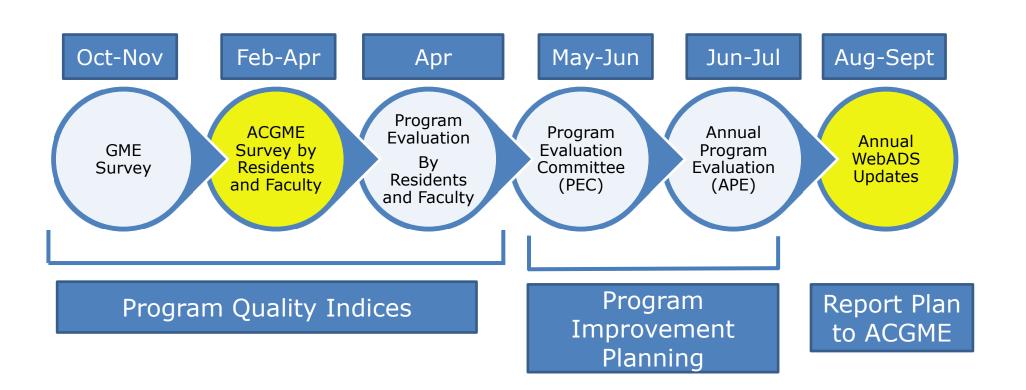
ACGME Survey

Program's
5-Year
Trend
Analysis
(Program
Report
Card)

GME Survey

	SHC Balanced Report Card Key Measures	SOURCE	INT/EXT	Data Source	2016-2017	2017-2018	2018-2019	2019-2020	2020-21	
	Sufficient Supervision			ACGME %-	97%	85%	90%	98%		
	Sufficient Instruction	RESIDENT		Survey ACGME %- COMPLIANT	88%	64%	69%	68%		
	Faculty/Staff Create Environment of Inquiry				Survey ACGME %- COMPLIANT	80%	60%	72%	70%	
•	Satisfied with Process for Problems and Concerns		EXT	Survey ACGME %- COMPLIANT	86%	63%	62%	53%		
	Climate Where Residents Can Raise Concerns Without Fear			Survey ACGME %- COMPLIANT	83%	71%	75%	58%		
	Overall Eval of the Program			Survey ACGME %- COMPLIANT	89%	83%	85%	83%		
	Current Number of ACGME Citations	DDOCDANA		ACGME					0	
	Board Pass Rates	PROGRAM		ABMS	93%	83%	Pending	Pending		
	Overall Satisfaction with Program	RESIDENT		GME-Survey	90%	89%	90%	81%	83%	
	Program Organized to Meet Educational Needs			GME-Survey	77%	73%	65%	76%	83%	
	Service Over Education			GME-Survey	71%	49%	49%	52%	90%	
	Encouraged to Ask Questions on a Regular Basis			GME-Survey	94%	92%	92%	96%	72%	
	Residents Can Be Open and Honest with Faculty			GME-Survey	92%	95%	93%	83%	97%	
	Residents Would Recommend Program		INT	GME-Survey	96%	86%	88%	96%	79%	
	Faculty Overall Evaluation Program	FACULTY		Pgm Eval Mean Score/10	8.73	7.72	7.78	9.09	pending	
	Resident Overall Program Evaluation	RESIDENT		Pgm Eval Mean Score/10	8.39	7.51	8.18	8.46	pending	
	>80 Violations / AY			MedHub Duty Hr Rpt	1	2	3	2	5	
	# Unreviewed Duty Hr Periods by PD / AY	PROGRAM		MedHub Detailed Rot	0 STRENGTH	0	0	0	0	
	KEY					WEAKNESS				

Overview of Program Evaluation Process



Work Hours



Work hours – Guideline

- 1. All trainees must adhere to the 80 hours (max) a week, averaged over a 4-week period.
- All in-house clinical and educational activities, clinical work done from home, and all moonlighting hours must be counted towards the 80-hour maximum weekly limit.
- 2. Trainees must have 1 day in 7 days free of clinical work and required education, averaged over a 4-week period. At-home call cannot be assigned on these free days.
- 3. At least 14-hour free of clinical and educational work after 24 hour scheduled call
- 4. Work periods for residents must not exceed 24 hours

For specifics, refer to ACGME program requirements



Work hours – Coordinator's Responsibilities

- Your role in Trainee work hours
 - Monitor trainee are reporting their work hours weekly
 - Remind trainees to log their work hours
 - Alert PDs and trainees if a violation occurs or if you anticipate a potential violation to occur



Responding to Work Hour Violations

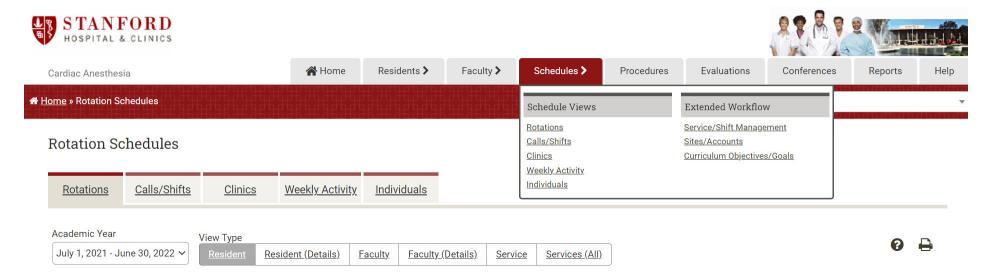
- ▶ Trainees must provide explanation on their work hour violations via MedHub. PD/APD will review these violations and intervene accordingly.
- PD reviews violations and provides explanations.
- ▶ For recurring violations, Program Evaluation Committee, PD, program leadership, and GME office may get involved





Rotation Schedules in MedHub

- Must be completed with 0 errors
- Used by Finance department for billing
- ▶ Applicable for non-ACGME fellows, visiting residents/fellows, and postdocs

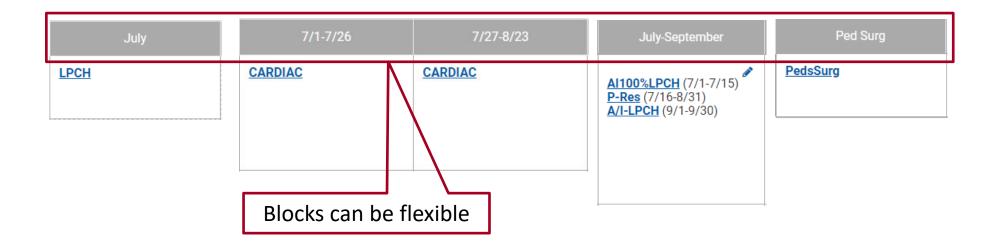


Last business day of the month, all rotation and absences must be correct for that month.

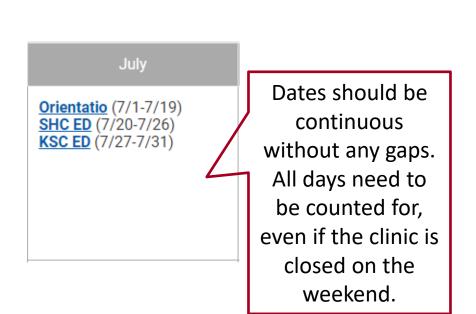
Guideline 1 – Schedule Length Is From 7/1-6/30

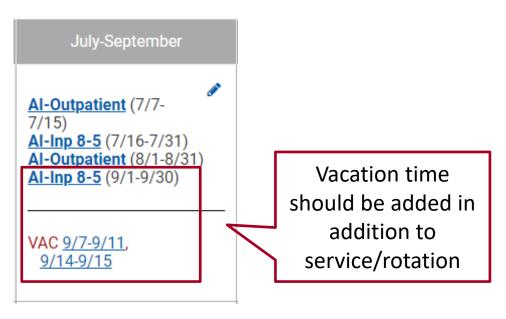


Schedule must start from July 1 and end in next year's June 30 (Academic Year) regardless of program's starting date.



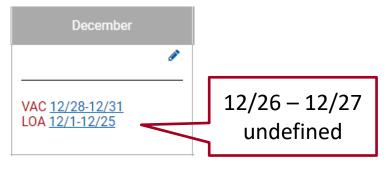
Guidelines 2 – Continuous rotation & Vacation Overlaps





3 Common Errors

Day(s) of undefined activities

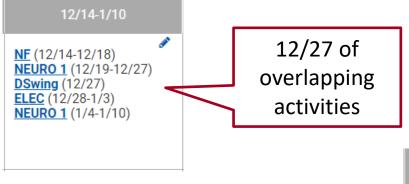


Stan. Elec. (12/1-12/4)
ED/Protocol (12/7-12/11)
M-F 10P-730A (12/1212/13)
Call 7:30AM-5PM (12/1412/18)
ED/Protocol (12/21-12/24)

VAC 12/28-12/31

12/5 - 12/6
undefined;
12/19 - 12/20
undefined;
12/25 - 12/27
undefined.

Overlapping activities



MAMMO SHC (12/14-12/20) ELEC (12/21-12/27) MAMMO SHC (12/28-1/10) MAMMO SHC (12/28-

Vacation not in addition to service

December

C1 (12/1-12/6)
WARD (12/7-12/13)
VA (12/14-12/20)
WARD (12/21-12/27)

VAC 12/28-12/31

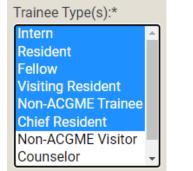
12/31)

12/14-1/10

12/28 – 12/31 vacation days do not overlap a recorded service

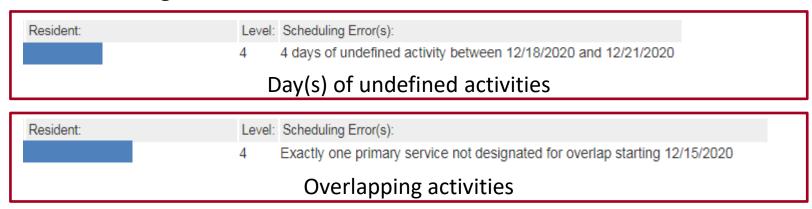
Resident Scheduling Error Report

MedHub -> Reports tab -> Resident Scheduling Errors





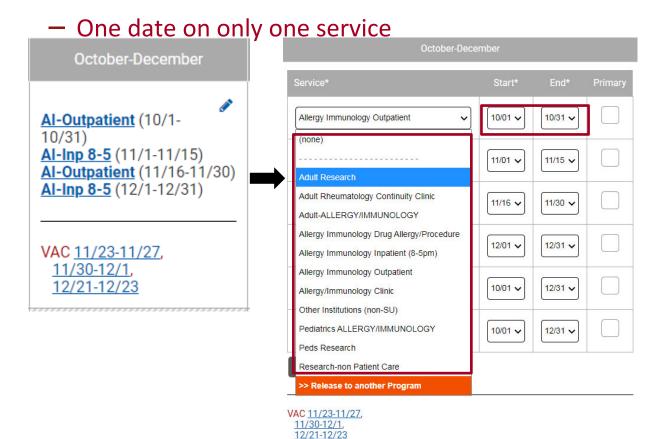
Error Messages:





How to Fix Rotation Errors – Service Dates

- ► Fix errors dates Click on the pencil icon ✓ and choose the appropriate service for the time period.
 - No gap



GME Contacts

- ▶ GME will send out email reminder on rotation schedule errors on the last Monday of each month
- ► Feel free to contact your GME program manager or Brett Toensing, GME Financial Analyst (<u>BToensing@stanfordhealthcare.org</u>)

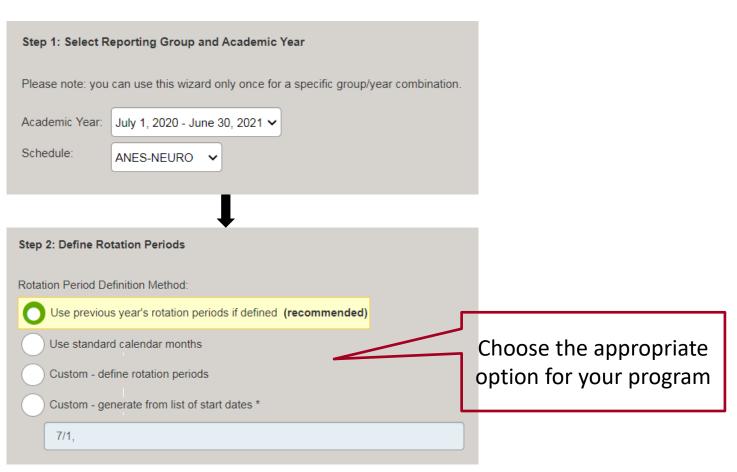
Rotation Blocks

Brett will send an email in May to make block rotations for next year.

▶ The following step only needs to be done ONCE at the beginning of each AY.

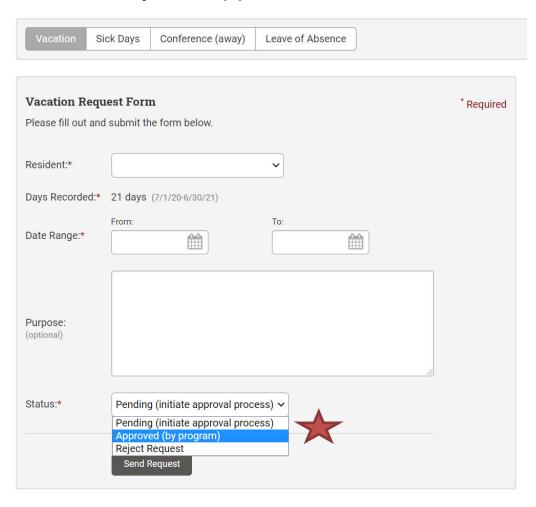
Create Blocks: MedHub homepage -> Task Wizards -> New Schedule

Wizard



How to Enter LOA Hours

- ▶ MedHub homepage -> Resident Absences -> View/Record Absences
- Only put dates when they are approved and final.



How to Process Absences

MedHub homepage -> Resident Absences -> Absence Approval Process

🛕 Urgent Tasks

If trainees send absence requests

Vacation Requests

Rogan,

Daniel

Pending approval by others

5/21 - 5/27/18

Kaiser EM



Check what your program's LOA policies are

MedHub

- 1. Work hour monitoring
- 2. How to enter LOA
- 3. Rotation schedule
- 4. Program Accreditation Page

Coordinator Resources

Program Coordinator Orientation Series – Curriculum

- 2nd Wednesday of Mar, May, July, Sept, Nov and Jan @1-2pm
- ► January:
 - ACGME Surveys
 - ACGME and GME websites
 - Self-study and site visits
 - MedHub
- March:
 - Annual Program Evaluation
 - Self-Study and self-study visit
 - Program Evaluation by Trainees and by Faculty
 - MedHub

- May:
 - CCC, milestones, and semi-annual evaluations
 - Special review
 - Final evaluations
 - MedHub
- July:
 - WebADS Update
 - Resident Evaluations
 - Program Expansion and Funding
 - MedHub
- > September:
 - Operational processes
 - MedHub

Welcome Packet

- ▶ GME office staff and roles
- GME Yearly Calendar/Timeline
- Directions to GME offices
- ACGME "Alphabet Soup"
- GME Evaluations and Survey requirements
- ▶ ACGME Common Program Requirements
- Commonly used forms

Essential Resources

- GME's Welcome Packet
- Coordinator Monthly Meeting:
 - 2nd Thursday of each month 1-2pm via Zoom
- Coordinator email list (gme_program_coordinators@lists.Stanford.edu)
- ACGME's Common Program Requirements (CPR)
 - Read your program's specific program requirements
- MedHub's Help Portal
- GME Website:
 - Program Portal -> Forms, Templates, & Examples
- Review recording at
 - https://med.stanford.edu/gme/program portal/pc/orientation.html
- Feel free to contact GME Office anytime you have questions!

