Innovative Approaches to the ACGME Surveys
New Programs and Leadership

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Goals and Objectives

• Develop a successful approach to the ACGME Resident/Faculty Surveys
• Discuss strategies for reviewing survey results with residents/faculty
• Describe the domains covered on the surveys
• Discuss strategies for dealing with trouble areas on the Resident Survey

General Approach

• Don’t leave this to chance
• Discuss previous year’s results with residents/faculty
• Go over the domains with residents/Core Faculty in advance of the surveys
  – Remind them of goal of survey
  – Any issues should have already been brought up to Program Leadership
  – This is not the time to bring up new issues that have not been raised already
Overall Pearls

- Questions likely will not change year to year
- One month period to take surveys
- You have to send reminders
- Track completion on Web ADS
- Results available in May
- Ensure sufficient completion rate
  - 70% Resident Survey
  - 60% Faculty Survey

The Resident Survey Domains

Content Areas

- Duty Hours
- Faculty
- Evaluation
- Educational Content
- Resources
- Patient Safety/Teamwork
- EM Questions

The Resident Survey Domains

Duty Hours

- Areas in which rules were broken
- Reasons for exceeding duty hours

Faculty

- Sufficient/Appropriate level of supervision
- Sufficient instruction
The Resident Survey Domains

**Evaluation**
- Opportunity to evaluate faculty/program
- Confidential
- Satisfied with feedback
- Satisfied that program uses evaluations to improve

**Educational Content**
- Goals & Objectives
- Fatigue management
- Satisfied with scholarly activity opportunities
- Balance for education
- Education not compromised by service obligations
- Provided data about practice habits

**Resources**
- Electronic medical records
- Provided a way to transfer care when fatigued
- Satisfied with process to deal with problems
- Education compromised by other trainees
- Can raise concerns without fear
The Resident Survey Domains

**Patient Safety/Teamwork**
- Tell patients of roles
- Culture reinforces PS responsibility
- Participated in QI
- Information not lost during shift changes/patient transfers
- Inter-professional teams

**EM Questions**
From the report

- How often do faculty members actively engage residents in learning during conferences?
- On average, were you able to attend at least 75% of your emergency medicine conferences/required educational experiences?
- Does your program provide you the opportunity to perform an appropriate number of procedures to be considered future emergency physicians?
- Does your program provide you the opportunity to direct an appropriate number of major resuscitations to be considered future emergency physicians?
- When seeing pediatric patients in the emergency department, were you most supervised by faculty members who were NREMT-certified in emergency medicine or were NREMT-certified in pediatric emergency medicine?

**The Scoring System**
- Percent Program Compliant
- Five levels of compliance
- Non-compliant (1) to Very compliant (5)
The Report

Address Trouble Areas

- Review previous year's low scores
- Low scoring areas for EM
- Emphasis on continuous Program Improvement

Questions With Low National Means

Faculty

- Faculty/staff interested in residency education-85%
- Sufficient instruction-85%
- Faculty create environment of inquiry-79%

Solutions
- Feedback to faculty
- Support from Chair
- Faculty development/"report card"
- Scoring system/bonus based on teaching contributions
- Resident involvement in research with faculty
- Research conference
- Faculty attendance at conference/M&M
Questions With Low National Means Evaluations

• Satisfied that evaluations of faculty are confidential-85%
• Satisfied that evaluations of program are confidential-86%
• Satisfied that program uses evaluations to improve-74%
• Satisfied with feedback after assignments-72%

Solutions
• Residency management system should be set up to be confidential/anonymous
• Culture of discretion
• Continuous program improvement
• Frequent resident meetings/retreats
• Culture of being open to feedback
• Written surveys/evaluations by residents
• Provide useful feedback/practice data

Questions With Low National Means Educational Content

• Satisfied with opportunities for scholarly activities-76%

Solutions
• Resident Research Director
• Incentives to submit abstracts/travel budget
• Research conference-attendings/residents
• Interest groups
• Collaboration with attendings
• Resources-statistical support
Questions With Low National Means
Educational Content
• Appropriate balance for education-79%
• Education (not) compromised by service obligations-69%

Solutions
• Listen to feedback from residents
• Meet with/provide feedback to Rotation Directors
• Get rid of low yield rotations

Questions With Low National Means
Educational Content
• Provided data about practice habits-69%

Solutions
• Patients per hour
• Patient satisfaction scores
• Procedures performed
• Compare to others in class
• Number of CT/MRI/USs ordered
• Admission rates

Questions With Low National Means
Resources
• EMR integrated across settings-84%
• Provided a way to transition care when fatigued-80%

Solutions
• Set up system with Chief Residents
• Peer support system
• Monitor duty hours
Questions With Low National Means

Resources

• Satisfied with process to deal with problems and concerns-80%
• Residents can raise concerns without fear-81%

Solutions

• Create safe places for feedback-retreats/resident meetings
• Be open to feedback
• Peer support system/Chief Residents

Questions With Low National Means

Patient Safety

• Participated in quality improvement-86%

Solutions

• Partner with QI Director
• Residents and PD should be integral member of PS/QI CTE meetings
  – Resident performs RCA with faculty
• Provide QI feedback to residents
• Easy access to error reporting system

Faculty Survey

• Pick your Core Faculty carefully
• Make sure they are actually meeting the CF requirements specified by the ACGME
• Pare down your list of CF
• Are they doing research with residents?
• Go over previous year’s results
• May need to remind faculty of residents’ participation in PS/QI
Questions That Faculty May Not Know the Answer To

- Trainees receive education to manage fatigue
- Program provides a way for trainees to transition care when fatigued
- Trainees participate in quality improvement or patient safety activities

Trouble Questions Low National Means

- Most areas have 90-100% compliance
- Faculty satisfied with personal performance feedback-87%

Solutions

- Faculty report card
- Scoring system/bonus based on teaching contributions/evaluations
- Ensure residents are evaluating attendings

Trouble Questions Low National Means

- Worked on scholarly project with residents-76%

Solutions

- Pick CF carefully
- Interest groups
- Research conference
- Culture of faculty working with residents on projects
- Incentives to submit abstracts
Summary

• Review results/domains with residents/faculty
• Anticipate/address the low score areas