

## 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

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## 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

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### 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

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### The Resident Survey Domains Content Areas

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




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### 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

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### The Resident Survey Domains

#### Evaluation

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

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### The Resident Survey Domains

#### 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

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### The Resident Survey Domains

#### 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

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## 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




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## 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 70% of your emergency medicine conferences/required educational experiences?

Does your program provide you the opportunity to perform an appropriate number of procedures to be competent?

Does your program provide you the opportunity to direct an appropriate number of major resuscitations to be competent?

Does your program provide you the opportunity to become a competent Emergency Medicine physician?

When seeing pediatric patients in the emergency department were you ever supervised by faculty members who were NOT certified in emergency medicine or were NOT certified in pediatric emergency medicine?

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## The Scoring System



- Percent Program Compliant
- Five levels of compliance
- Non-compliant (1) to Very compliant (5)

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## The Report

	% Program Compliant	Program Mean	% National Compliant	National Mean
			94%	4.8
			92%	4.7
			76%	4.0
			79%	4.1
			69%	3.9
			99%	4.6
			69%	3.8
			90%	4.8

Your Goal: Stay above the National Mean

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## Address Trouble Areas

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

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## 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

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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%

Seven horizontal lines for notes.

Questions With Low National Means Evaluations

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

Seven horizontal lines for notes.

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

Seven horizontal lines for notes.

### 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

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### 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

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### 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

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### 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

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### 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

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### 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

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**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

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**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

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**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

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### Summary

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

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