



Fearing the ACGME Survey

Mistakes Made / Lessons Learned

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- Conflict of Interest:
No Disclosures
- Target Audience:
Newer PDs or APDs considering taking on the job.

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Learning Objectives:

1. Recognize that you are personally invested in ACGME survey results, without taking results personally.
2. Prepare to have Chiefs discuss results with survey-takers immediately.
3. Construct an anonymous internal survey by PGY level to identify reasons (and solutions) for underperformance areas.
4. Empower residents to take ownership of their responses, find & enact solutions: hold team accountable to these action items with quarterly PEC meetings.

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Mistake Made: "Fearing the ACGME Survey"

Lessons Learned:

- Do not take anything personally.
- You can't run a program alone, it's not all your fault when it's bad, nor all your glory when it's good. Your job is to leverage the strengths of all faculty and institutional resources.
- Do not blame yourself: most issues are long-seeded and multi-dimensional. Residents are canaries in a coal mine, and the survey may reveal institutional or interdisciplinary issues before you see/hear it in your own faculty.
- Your career does not ride on this survey (but it may change the amount and nature of work you do in the next AY.)

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Mistake Made: "Sitting on results, taking sole responsibility or trying to find solutions on own or with your APDs."

Lessons Learned:

- Review results ASAP with Education Leadership Team & Chiefs
- Trust your chiefs to present the survey results at the very next resident mtg. They will get more honest reasons for the responses and ideas for solutions without faculty present.

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Mistake Made: "Doing the Internal program survey a few months before the ACGME survey"

Lessons Learned:

- Do the anonymous Internal program survey *-tagged by class-* immediately (within a few weeks) *after* ACGME results
- Create focused questions seeking reasons and solutions for lower scoring survey items
- Find trends by PGY year
- Now you have reasons for responses and a list of solutions to bring to your PEC, and can add this to your state of the residency report, SWOT analysis, and upcoming PEC goals/improvements, without anyone having to call themselves out

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Mistake Made: "Only doing one big annual PEC meeting."

Lessons Learned:

- Make PEC meetings quarterly
- Include 2+ members from each class
- Encourage ownership of their ACGME survey responses and the solutions for problems. Quarterly meetings keep your team accountable and progress toward goals moving forward.
- Have Chiefs report progress at monthly resident meetings