



Educating Your Residents about the Survey and NAS

Robert M. Craft, MD
Professor and Vice-Chair
Residency Program Director
University of Tennessee COM, Knoxville

Goals and Objectives

- Identify the components of the annual electronic communication with the RRC in the NAS
- Describe the potential conflicts toward a valid resident/faculty survey
- Formulate a plan for reconciliation of this conflict through education of faculty and residents

Annual Communication with the RRC in the NAS

- Recruitment and retention (ADS)
- Written Exam and Board certification rates
- Duty Hours/Learning Environment (CLER)
- Scholarly activity report

Annual Communication with the RRC in the NAS

- Resident Survey
- Faculty Survey
- Case logs
- Milestones evaluation

Potential Conflicts Toward a Valid Survey

- Resident understanding of purpose and importance of survey
- Resident and faculty understanding of survey questions
- Resident and faculty understanding of program requirements

Audience Response Questions

- Do you review the purpose and/or importance of the Annual Survey prior to the administration of the Survey?
 - 1) Yes
 - 2) No

Audience Response Questions

- Do you review survey questions from previous years prior to the administration of the survey?

1) Yes

2) No

Audience Response Questions

- Have you administered an “internal” or “mock” survey in the interval between ACGME annual surveys?
 - 1) Yes
 - 2) No

Audience Response Questions

- Do you review the results of the Annual Survey as part of your Annual program Review?
 - 1) Yes
 - 2) No

Audience Response Questions

- Have you reviewed the Program requirements with your residents and/or faculty?
 - 1) Yes
 - 2) No

Resolution of Conflict for a Valid Survey

- Review results of previous survey as part of the Annual program review –
 - This allows for an open forum to discuss whether a non-compliant response is due to misunderstanding the question or an actual issue that should be addressed through the process of annual review and improvement

Resolution of Conflict for a Valid Survey

- Consider “internal” or “mock” survey in the interval between ACGME surveys, particularly if significant or persistent non-compliant responses –
 - This serves as a continual improvement tool for “real” issues, as well as allowing for further education regarding question format and intent

Resolution of Conflict for a Valid Survey

- Consider review of program requirements on an annual basis with residents and faculty –
 - Ensure that faculty and residents understand requirements as well as your program's response to each – they are everyone's requirements, not just yours!

Resolution of Conflict for a Valid Survey

- Consider reviewing intent and importance of Annual Survey with residents immediately prior to administration –
 - Reminding them that this is really a “virtual site visit” and that honest answers are expected to reflect the actual experience of the program

Other NAS Components

- Case Logs –

- In addition to semi-annual review with each resident, consider monthly review of activity and comparison with EMR entries

Other NAS Components

- Duty Hours –
 - Consider monthly review for accuracy and education, as well as continual improvement and “early warning” of problem rotations

Summary

- NAS increases importance of accurate electronic representation of program
- Surveys pose potential conflicts toward a valid response
- Education of residents and faculty on program requirements and survey increases accuracy and provides method for self-improvement