

Barriers of Receiving Meaningful Evaluation Data

Anesthesiology and Pain Management
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Target Definition

- Increase overall rate on the timely completion of "Faculty Evaluations of a Resident" from 45% to at least 80%
- Ensure evaluation within the appropriate numerical range for his/her level of training
- Appropriately and accurately tie Milestones to evaluations
- Provide residents with a heightened sense of confidentiality

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Project Baseline Program Evaluation Statistics

- ACGME Resident Survey (February 2015 – March 2015) Evaluation

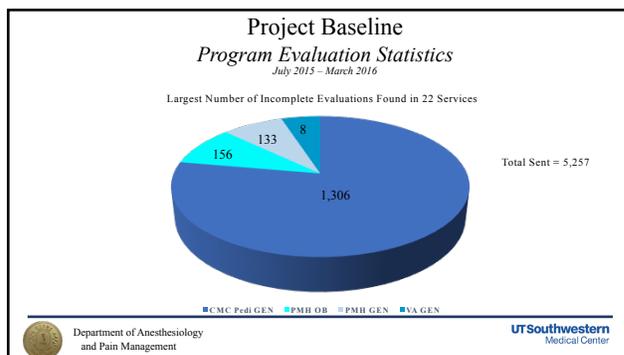
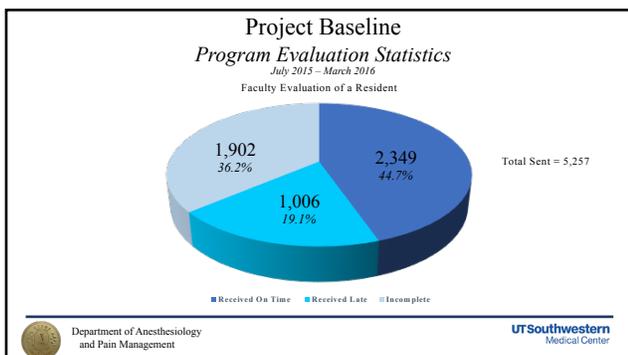
Evaluation	% Program Completion	Program Mean	% National Compliance	National Mean
Allow to access evaluations	100%	5.0	100%	4.9
Opportunity to evaluate faculty members	100%	4.7	100%	4.2
Confidentiality of evaluation of faculty and confidential	98%	4.1	94%	4.2
Confidentiality to immediate program	98%	4.1	95%	4.6
Satisfied that evaluations of program are confidential	98%	3.9	95%	4.3
Satisfied that program was implemented to improve	98%	3.4	77%	4.2
Satisfied with feedback after assignments	98%	3.5	79%	3.9

- ADS Annual Update (September 2015) Evaluation question #5:

What percentage of the faculty complete written evaluations of residents/fellows within a week following each rotation or educational experience?

- 100-100%
- 80-99%
- 60-99%
- 30-59%
- Less than 20%

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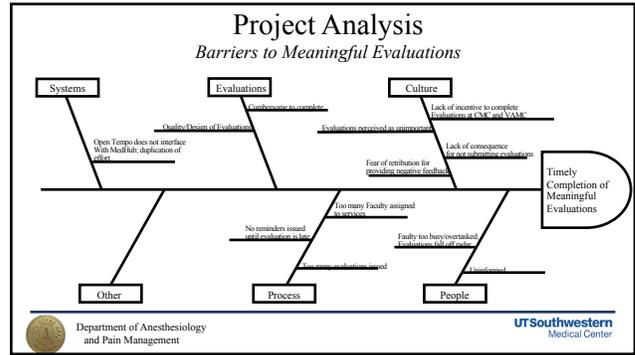


Project Baseline

Program Evaluation Statistics

- Faculty with Greatest Number of Incomplete Evaluations
- Of 68 Faculty Members with Incomplete Evaluations:
 - 1 Faculty Member Showed 113 Incomplete Evaluations
 - 18 Faculty Members Showed 51 Incomplete Evaluations
 - 50 Faculty Members Showed 50 or Less Incomplete Evaluations

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Process Improvements

Possible Solutions to Receiving Meaningful Evaluations

1. Increase Reminders (Process)*
2. Redefine Evaluators (Process)*
3. Faculty Development (Culture)
4. Redesign Evaluations (Evaluations)*
5. Define Measures for Assigning Faculty to Services (Process)
6. Implement Self-initiated Evaluations (Process)

* implemented

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Process Improvements

Changes Made to Evaluation System

- Rotation Directors reevaluated and reassigned if necessary
- Rotation Directors asked to rewrite the "Faculty Evaluation of a Resident" for respective rotation, streamlining and tailoring questions to the goals and objectives of each service line
- Competencies removed from evaluations of residents, placing the responsibility of tying milestones to evaluations onto the Clinical Competency Committee
- Tiered (group) evaluations implemented for Children's Medical Center – faculty from which we saw the highest number of incomplete evaluations
- Future Interface between EMR, scheduling system, and RMS will allow evaluations to be delivered only to those faculty members selected as the supervising faculty

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Control Data

Program Evaluation Statistics Post Project Completion

- ACGME Resident Survey (January 2016 – February 2016) Evaluation Section

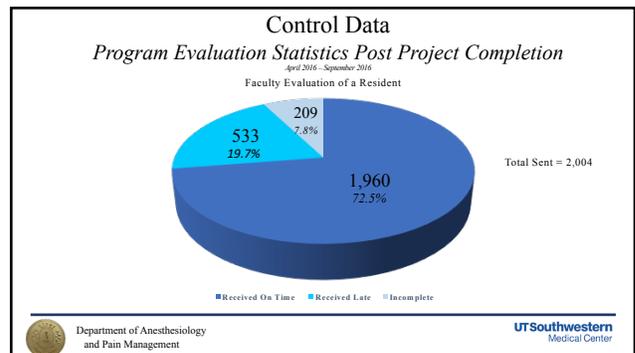
Evaluation	% Program Complete	Mean	% National Complete	Mean
Able to access evaluations	95%	4.2	95%	4.2
Opportunity to receive faculty feedback	92%	3.2	88%	4.1
Detailed feedback evaluations of faculty are available	75%	4.0	85%	4.3
Opportunity to provide program or supervisor feedback	80%	4.4	88%	4.2
Opportunity to evaluate the program or supervisor	71%	4.0	86%	4.3
Guidelines for program and supervisor responses	54%	3.6	76%	4.0
Guidelines on feedback after assignments	69%	3.8	72%	3.8

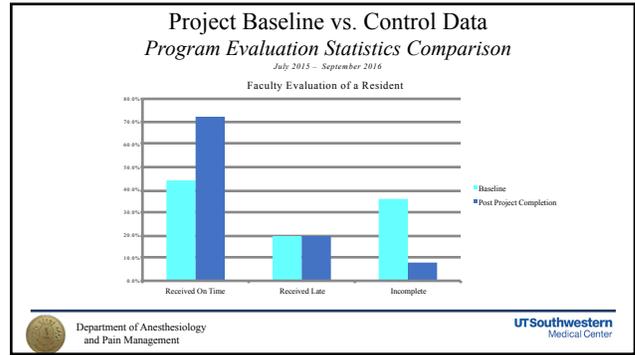
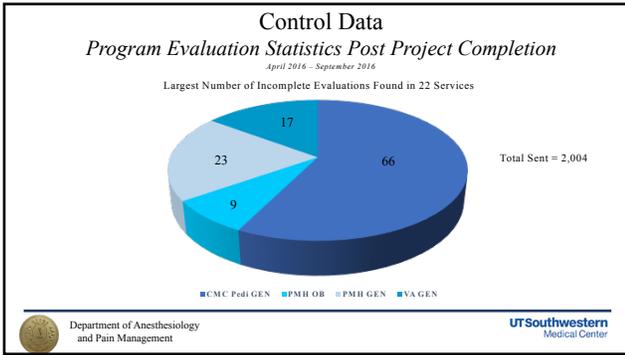
- ADS Program Update (September 2016) Evaluation Question #5:

5. What percentage of the faculty complete written evaluations of residents/fellows within 2 weeks following each rotation or educational experience?

80-100%
 50-79%
 45-50%
 20-30%
 Less than 20%

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Sustaining Improvements

Set Your Program Up For Success

- Identify a Process Owner and Team
- Identify Process Stakeholder (Chairman, Vice Chair of Education, Program Director etc.)
- Develop an Obtainable & Sustainable Monitoring Plan
- Provide Faculty with ACGME Milestone Requirement Guidelines (Faculty Education)

This race never ends, pace yourself. There is no finish line.

Maintaining a Meaningful Evaluation System is like maintaining your car – without continued love and care, eventually it will sputter and give out on you.

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