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OBJECTIVES

At the end of this presentation you will be able to:

- Describe the major focus and recognize pathways in CLER process
- Prepare all necessary groups for site visit
- Develop approach for continued improvement in CLER outcomes
PRELIMINARY COMMUNICATION

- Written Notification
  - 10 day +/- notice
  - DIO & CEO must be present
- Telephone conversation with site visitors
- Request for documents (not a PIF)
- Required accommodation
  - Room
  - AV
  - Table arrangement
SITE VISIT

Day 1 - Time schedule will be sent for meetings with:

- DIO/GME Director – ½ hour
- “C” suite & DIO, Resident GMEC member – 1 hour
- Quality/Patient Safety Officer – ½ hour
- Residents (1-5 from each program, PGY2 and above) – 1½ hours
- Walking rounds (wards/units) – 1½ hours
- Core Faculty (1-5 from every program) – 1½ hours
- 2nd Meeting DIO/GME Director – ½ hour
- Walking Rounds (hand-offs, etc.) – 1½ hours

Multiple team huddles & lunch scheduled
SITE VISIT

Day 2 - Time schedule will be sent for meetings with:

- Walking Rounds - 1½ hours
- Quality/Patient Safety Officer - ½ hour
- Program Directors (every program) - 1½ hours
- DIO/Staff - 15 minutes
- Lunch/Huddle - 2 hours
- Exit conference - 1 hour

("C" suite, DIO, Resident GMEC, Chair GMEC)
FOCUS AREAS

1. Patient Safety – 7 Pathways
   • Most important - reporting adverse events and education (revealed by questions asked & audience responses)
   • Resident engagement

2. Health Care Quality – 6 Pathways
   • Resident education in QI (6 properties)
   • Engagement and participation in planning projects/receiving data
   • Healthcare disparities, diverse populations, vulnerable populations

3. Transitions in Care – 6 Pathways
   • Standardized format for care transitions
   • Formal face-to-face hand-offs/supervised quiet surroundings
   • Patient transfers
4. Supervision - 4 Pathways
   - Resident expectations, faculty development as supervisors, etc.
   - Level of autonomy/specific questions residents point of view
   - Clinical Competencies Committee
   - Solo procedures

5. Duty Hours/Fatigue Management & Mitigation - 5 Pathways
   - Documentation
   - Education
   - Present problems for resident, faculty approach
   - Experience
6. Professionalism - 4 Pathways

- Education on expectations for professionalism, policies & procedures (dept. & institutional)
- Working environmental assessment
- Any compromises in integrity, etc. perceived
- Behaviors stretching the limit, i.e. cut & paste EMR
- Scenarios presented for response
OTHER INQUIRIES

- On floors
  - Nursing, unit clerks
  - Patients, visitors
REPORT

- Report - immediate & final
- Exit interview – CEO & DIO mandatory
- Submitted final report
  - General impression
  - Results of inquiries for each focus
    - Many aspects reported as percentages from audience responses
    - Same questions for residents, faculty, PDs, etc.
  - No conclusions or admonitions, just data gathered

- Next steps
  - Time for questions and discussion