

EVALUATIONS

The Fundamentals

Program Director Workshop

July 24, 2017

OBJECTIVES

- ✓ Review ACGME requirements for different types of evaluations
- ✓ Review additional USF evaluation requirements
- ✓ Identify challenges and misconceptions regarding evaluations
- ✓ Learn and understand how ON-DEMAND evaluations can help overcome some challenges
- ✓ Recognize how evaluations, set-up and completed properly, can feed data into CCC and Semi-annual Milestone meetings as well as Faculty Year End Reports

- Formative Evaluations
 - Used to assess ongoing learning and performance
 - Used to shape and improve performance, competence, behavior, activities, etc., as necessary
 - Occur frequently
- Summative Evaluations
 - Used to assess mastery of a concept or performance at a point in time



REQUIRED FORMATIVE EVALUATIONS

RESIDENT EVALUATION

Resident Evaluation

- A type of formative evaluation
- Faculty must evaluate resident performance in a timely manner during each rotation or similar educational assignment, and document this evaluation at completion of the assignment.
- Evaluated in 6 core competencies
- Evaluated on the specialty-specific milestones



REQUIRED FORMATIVE EVALUATION SEMIANNUAL EVALUATION

Semi-annual Evaluation

- Provide each resident with documented semiannual evaluation of performance with feedback.
- Completed by PD or advisor

The program must use multiple evaluators (in addition to faculty)

- Peers
- Patients
- Self
- Other professional staff (e.g., education coordinator, other healthcare providers)

CAUTION: Know your program-specific requirements; some of these evaluation types may be **REQUIRED**.

Summative Evaluations

- The specialty-specific Milestones must be used as one of the tools to ensure residents are able to practice core professional activities without supervision upon completion of the program.
- The program director must provide a summative evaluation for each resident upon completion of the program.
 - PD verifies that the resident has demonstrated sufficient “competence to enter practice without direct supervision”
 - End of program



PROGRAM EVALUATION

Program Evaluation

Residents and faculty must have the opportunity to evaluate the program confidentially and in writing at least annually.

Faculty Evaluation

- At least annually, the program must evaluate faculty performance as it relates to the educational program.
- Include a review of the faculty's clinical teaching abilities, commitment to the educational program, clinical knowledge, professionalism, and scholarly activities.
- Must include at least annual written confidential evaluations by the residents.

RECAP & FREQUENCY

Required Evaluations	Frequency
Resident evaluation by faculty	At the end of a rotation
Semiannual evaluation	2 times per year
Milestones	2 times per year
Summative evaluation	1 time at program end
Program evaluation	At least 1 time per year
Faculty evaluation by residents	At least 1 time per year

Requirement #1

At a minimum, each resident must have 2 completed evaluations by faculty per year

- Evaluations must be completed by faculty
- This requirement applies to all programs – accredited and non-accredited

Requirement #2

Evaluations-Milestones Mapping

- This requirement applies to accredited programs only
- Verify set-up annually
- If add/modify evaluations ensure milestone mapping is modified accordingly

**EVALUATION FORMS CAN BE
ENTERED INTO NEW
INNOVATIONS AS A WORD DOC.
OR PDF.**

MYTH

FACT

Evaluation forms must be set up using NI's Evaluation Form builder.

**YOU CAN EASILY CHANGE AN
EVALUATION FORM IN THE
MIDDLE OF AN ACADEMIC YEAR**

MYTH

Fact

Not so easy

- A new form has to be built
- The form has to be swapped out in all future sessions
- Skewed or misleading reports

**ONCE EVALUATIONS ARE SET
UP THEY REQUIRE NO
FURTHER ATTENTION OR
MONITORING**

MYTH

Fact

Education coordinators need to regularly monitor evaluations

- Verify evaluator/subject matches made
- Ensure evaluations are being completed
- Create reports (e.g, CCC)

**IT IS SOMETIMES IMPOSSIBLE
TO SET UP EVALUATIONS
BECAUSE YOU DON'T KNOW
WHO YOUR TRAINEES ARE
WORKING WITH**

MYTH

Fact

Not impossible
NI feature that can be used to
solve this issue

SOME EVALUATION CHALLENGES

- ✓ Having to STOP and find a PC to login into NI and complete an evaluation ...
- ✓ Having to schedule time with the resident to review performance ...
- ✓ Not enough time spent with the resident (i.e. 2days) and by the time evaluation is sent to complete, the resident is “forgotten”
- ✓ Being matched with a resident that wasn't on service at all due to a rotation switch

There are 2 ways to create and/or complete evaluations

1. AUTOMATICALLY (Traditional)
2. ON-DEMAND (NEW)

Schedule Driven:

Automatic Matching

Enable Automatic Matching - the system will automatically create matches with personnel on the department block schedule for each interval.

Match intervals days before the available date

Send an email weekdays before the interval match date to this address as a reminder that matches will be made.

Resident Block Schedule

<input type="checkbox"/>	7/17/2017	8/13/2017	DM:IM:WARD TEAM B-TGH	Department of Medicine	MED-Internal Medicine	PRG 3
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Attending Schedule

<input type="checkbox"/>	7/1/2017	7/30/2017	DM:IM:WARD TEAM B-TGH	Department of Medicine	MED-Internal Medicine	Program Director
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Evaluation Session

			Start	End	Available	Due
Program Director	PRG 3	DM:IM:WARD TEAM B-TGH	7/17/2017	7/30/2017	7/21/2017	8/13/2017

NEW – ON DEMAND

Very similar to choosing a TV show or movie to watch when YOU WANT TO ...

Residents and Faculty can choose to REQUEST or COMPLETE an evaluation on someone they may have NOT been matched to automatically.



ON DEMAND – REQUEST

The simple steps to REQUEST
an evaluator:

*(currently being used by Internal Medicine
residents on Elective Rotations)*

1. In the notifications section under Residency Evaluations you can “request evaluator”
2. Choose the evaluator from the drop down menu
3. Choose which FORM you’d like the evaluator to complete
4. Add a message and/or send request

Residency Evaluations

Evaluate Subject... Advanced Select

1 Request Evaluator... Advanced Request

Notifications

EVALUATIONS

Residency Evaluations

Evaluate Subject... Advanced Select

2 Mai, Cuc T Advanced Request

Ambulatory Month - Senior >

Elective Rotation - Senior 3 >

New Innovations

Request Evaluation

Request 360 Degree Evaluation evaluation from Betsy Adams.

N/A: Change

01/01/2017 - 03/31/2017

Email Notification

Jason Stern has requested that you complete a 360 Degree Evaluation evaluation for the [Rotation Name] rotation.

Add Message

Cancel Send Request 4

ON DEMAND - COMPLETE

When RESIDENTs or FACULTY want to complete an evaluation on someone that wasn't matched with them ...

1. In the notifications section under Residency Evaluations you can "evaluate subject"
2. Choose the subject from the drop down menu
3. Choose which FORM you'd like to complete
4. Choose the rotation and interval dates from the drop down menu

Notifications

EVALUATIONS

[11 evaluations to complete](#)

1 Evaluate Subject... Advanced Select

Notifications

EVALUATIONS

[11 evaluations to complete](#)

2 Bradshaw, David Advanced Select

Faculty Evaluation of Residents 3

Shift Card

Faculty Evaluation of Resident Performance

Roberta L Agrawal

*University Hospital

07/01/2016 - 07/31/2016 4

EM:EM (Emergency Medicine)

Instructions go in this box!

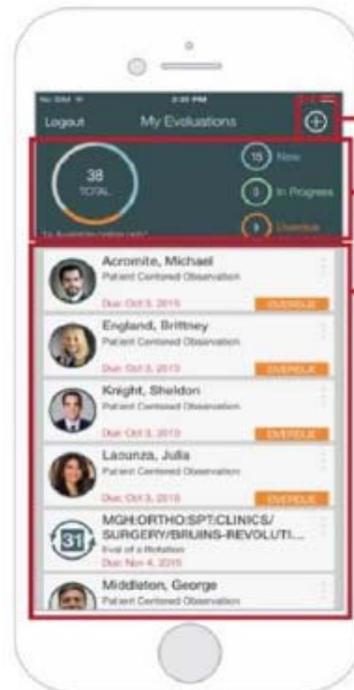
ARMIS APP

Faculty and Residents can also complete evaluations where they have been automatically matched using the ARMIS APP.

The Armis APP can be used to complete assigned evaluations or create an On Demand evaluation for someone to evaluate you or choose a subject to evaluate.



ARMIS APP



Quick Guide

OnDemand

Push to request an evaluation or complete an immediate subject or rotation evaluation

Evaluations Status

Shows your total, overdue, in progress, and new evaluations

Evaluations List

Shows the evaluations that are in your que to complete. Click to complete the evaluation. Pull down to refresh your list.



WHY? WHY? WHY? ...

Using both ON DEMAND evaluations and/or the ARMIS APP can meet the requirements for ...

- ✓ Specific and Timely feedback
- ✓ More accurate resident to faculty matches which will provide accurate and documented information for the CCC Meetings
- ✓ Assist attendings with the 80% on-time completion rate

**WORK
SMARTER
NOT
HARDER**

INTERNAL MEDICINE EVALUATION PROCESS

- ✓ Evaluation is made AVAILABLE the first Friday AFTER the START of a rotation
- ✓ Evaluation is made DUE 14 days AFTER the rotation ENDS

Interval Matches

Wards Evaluation - Senior

Interval 2	27 matches	n/a	Available Date: 7/21/2017	7/17/2017 - 7/30/2017		
Interval Name	Start	End	Available	Due	Stop Delinquent Email	
Interval 2	7/17/2017	7/30/2017	7/21/2017	8/13/2017	6/30/2018	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

END OF YEAR FACULTY REPORTS

Name	Assigned	Compliance	14 Day Compliance	Completed on Time	Completed Late	Declined	Delinquent
Core Faculty ▾	54	52/54 (96.30%)	5/32 (15.63%)	9 (16.67%)	43 (79.63%)	0 (0.00%)	2

ASSIGNED: this is the **total** number of evaluations **assigned to you for completion**

COMPLIANCE: this is the percentage of **total completed** evaluations

14 DAY COMPLIANCE: please disregard; data is not accurate (**ONLY** for Internal Medicine)

COMPLETED ON TIME: this is the percentage of evaluations completed on time. Completed on time means that the evaluations were completed **BEFORE** or **ON** the due date for that evaluation. **DUE DATES** are **14 days AFTER** the end of the rotation.

COMPLETED LATE: this is the percentage of evaluations completed late. Completed late means that the evaluations were completed **AFTER** the **DUE DATE**.

AVAILABLE (*info not included in report*): All evaluations become available for completion on the **FRIDAY AFTER** the rotation start date

EXAMPLE:

Rotation period: 4/3/2017– 4/30/2017

- 4/3/2017 = rotation start date - evaluation becomes **AVAILABLE** on 4/7/2017
- 4/30/2017 = is the **END** of the rotation

Evaluation **DUE DATE:** 5/14/2017 (14days AFTER end of rotation)

If the evaluation is completed on 5/13/2017 it is then **COMPLETED ON TIME**

If the evaluation is completed on 5/24/2017 it is then **COMPLETED LATE**

EXPECTED OUTCOMES

- ✓ Increased faculty and resident engagement
- ✓ Increased accuracy in matches / CCC Data
- ✓ More specific documented feedback
- ✓ Increased ACGME Resident Survey results

Congratulations!

Amy Fioramonte
afioramo@health.usf.edu
Assistant Director
Graduate Medical Education

Cynthia Gomez
cgomez10@health.usf.edu
Assistant Residency Coordinator
Dept. of Internal Medicine

thank
you