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# Preparing for an RRC Site Visit

Program Coordinator Meeting  
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# Overview

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## Goal

- Assist you in preparing for an ACGME/RRC site visit

## Objectives

- Familiarize you with common RRC citations
- Present a time line for site visit preparation
- Provide a checklist of materials helpful at the site visit

# RRC Site Visit

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- The site visit is a structured activity
- There should be no surprises
- This is an open book test!

# Common Core Citations

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- Duty hour violations
- Inadequate/missing educational goals and objectives
- Poor Board performance
- Lack of Program Director authority
- Inadequate patient numbers and distribution of cases among residents
- Inadequate scholarly activity
- Inadequate/missing evaluations of program/faculty by residents
- Competencies have not been incorporated into the curriculum or that appropriate evaluation tools are being developed
- Internal review not conducted at mid-cycle

# TIMELINE



# T Minus One Year

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- ❑ Maintain updates in ACGME Accreditation Data System (ADS) (assists in generating the Common PIF) – do this as changes occur
- ❑ Review current program requirements for your specialty
- ❑ Make sure that you have the most current PIF available on the web site

# T Minus One Year

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- Revise goals & objectives as needed
- Complete “final evaluations”
- Update all Program Letters of Agreement
- Review Program and Institutional Requirements
- Preview the PIF

# T Minus One Year

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- Keep conference sign-in sheets
- Document biannual resident meetings
- Get resident evaluations of faculty and program
- Document education/curriculum meetings

# T Minus Six Months

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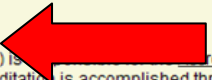
- Re-read the requirements
- Read PIF in its entirety (download from ACGME web-site:  
[www.acgme.org/acWebsite/navPages/nav\\_com\\_PIF.asp](http://www.acgme.org/acWebsite/navPages/nav_com_PIF.asp))
- Review previous Internal and RRC reviews
- Review prior citations and how they've been addressed/resolved

- About ACGME
- ACGME Awards
- ACGME Learning Portfolio
- Bulletin
- Data Collection Systems
- GME Information
- Human Resources
- Innovation (CILE)
- Institutional Review
- Meetings & Workshops
- Newsroom
- Outcome Project
- Review Committees
- Resident Duty Hours
- Resident Information
- Review & Comment
- Search Programs/Sponsors
- Site Visit

- Home
- ADS
- Resident Case Log System
- Resident Survey
- Residency Competency Evaluation System
- Search Programs/Sponsors

- Login
- About ADS
- GME Data Resource Book

ACGME is... accreditation is accomplished through a... and guidelines.



Upcoming Events:

- New** - February 28 - March 2, 2008  
[ACGME Annual Educational Conference](#)  
(On-line registration for the 2008 ACGME Educational Conference is now available.)
- [ACGME Meetings](#)
- [2008 RRC Meetings](#)
- [2009 RRC Meetings](#)

News:

- New** - [ACGME appoints Lynne Meyer, PhD, as review committee executive director \(11/20/07\)](#)
- New** - [ACGME appoints Lynne Meyer, PhD, as review committee executive director \(11/20/07\)](#)
- [David C. Leach, MD, honored with AAMC's Flexner Award \(11/3/07\)](#)
- [Georgia Andrianopoulos, PhD, named as executive director of three review committees \(10/25/07\)](#)
- [Thomas J. Nasca, MD, appointed new CEO of the ACGME \(9/12/07\)](#)

# PIF Preparation

The screenshot shows the ADS system interface. On the left is a navigation menu with the following items: Home/Annual Update Status, Contact ADS Staff, Log Out, Update Program Info, Update Resident Info, Request Changes, Resident/Fellow Survey, PIF PREPARATION (highlighted), COMMON PIF (with sub-items: Accreditation Information, Respond to Citations/Major Changes, Participating Sites, Faculty/Teaching Staff, Resident Appointments, Evaluation, Resident Duty Hours/Board Pass Rates, Print/Preview PIF, PIF Tutorials, Specialty Specific PIF), Site Visit Results, and Tools/Reference. On the right, a list of steps is displayed: Step 3: Program Coordinator Information, Step 4: ACGME Approved/Filled Reside, Step 5: Participating Site Information, Step 6: Duty Hour Information/Board Pas, and Step 7: Save changes. A red arrow points from the 'PIF PREPARATION' menu item to the 'Participating Site Information' step. A 'Cancel' button is visible below the steps.

- ❑ IF information in ADS is kept up to date, generating the electronic PIF is quicker
- ❑ Use ADS to generate the electronic common PIF

# The PIF

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- ❑ “You never get a second chance to make a good first impression”
- ❑ Your Site Visitor and your RRC do not know your program
- ❑ Your Site Visitor and RRC review many PIFS (Site Visitors conduct an average of 3 site visits/week)
- ❑ Therefore -- make your PIF clean, crisp, complete and easy to read to make a good first impression

# The PIF

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- ❑ The importance of the PIF cannot be overstated
- ❑ When a site visitor reads a poorly prepared PIF he/she comes prepared for the worst

# Common PIF Errors

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- ❑ Incorrect program name (use name listed on ADS)
- ❑ Omission of 10-digit program number
- ❑ PIF not dated
- ❑ Missing signatures (PD, Chair, DIO)
- ❑ Incorrect pagination
- ❑ Missing affiliation agreements; agreements not signed by both parties; agreements not current
- ❑ Information omitted and questions left unanswered
- ❑ Inconsistent data, especially number of resident positions currently filled

# T Minus 3 Months (at the latest)

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- ACGME informs PD of scheduled date for site visit and name of Field Representative
- Re-read the requirements
- Complete the PIF

# T Minus 2 Months

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- Re-read the Requirements and PIF
- Schedule DIO
- Schedule “key faculty”
- Schedule appropriate room
- Have residents peer selected
- Schedule SV lunch with residents

# T Minus One Month

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- Re-read Requirements and PIF
- “Prep” residents & faculty
  - Stress purpose and importance of site visit
  - Share the PIF and clarify questions
  - Discuss importance of the resident meeting
  - Discuss the “positive spin”

# T Minus One Month (2)

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- Prepare for visit:
  - Program Director
  - Program Coordinator
  - Selected Faculty (include affiliate faculty)
  - Program Staff
  - Nurses and other clinical staff
- Visit call rooms – ensure they meet ACGME requirements
  - Privacy
  - Security
  - Computers

# T Minus 3 Weeks

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- Proof read AFTER final preparation by PD
- Proof read by department and/or outside faculty member not involved in PIF preparation
- Proof read by GME Director/staff

# T Minus 3 Weeks

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- ❑ Assemble all portions of the PIF for review by the PD for accuracy and consistency from section to section
- ❑ Do not include any materials not specifically asked for

# T Minus 2 Weeks

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- ❑ Print 4 copies: one mailed to Field Representative; 3 turned over at site visit
- ❑ Duplicate using one-sided copying
- ❑ Use rubber bands or clips – (No binders, dividers, etc.)
- ❑ Make sure the PIF is signed by the Program Director and the DIO

# T Minus 2 Weeks

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- ❑ Send one copy of PIF to Site Visitor on time (14 days prior to the site visit) – use overnight delivery for tracking purposes
- ❑ Do NOT send PIF to ACGME Chicago office

# Communicating with the Site Visitor

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- Okay to Call the Site Visitor (Fridays best)
  - Establish agenda
    - Meetings with whom & for how long?
    - Hospital tour? What areas?
  - What materials will be needed for review?
- Prepare the schedule (with names) and mail to Site Visitor (NOT ACGME)

# What Does the Site Visitor Know About You?

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- Only what he/she reads in the PIF
  - Program history and RRC actions
  - Previous letter of accreditation [citations]
  - Program history
- Resident survey

# What Do You Know About the Site Visitor?

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- Bios available on ACGME website:  
[www/acgme.org/acWebsite/fieldStaff/fs\\_fieldStaff.asp](http://www/acgme.org/acWebsite/fieldStaff/fs_fieldStaff.asp)
- Role of the Site Visitor
  - Verify information submitted in PIF
  - Collect additional information from
    - Program Director
    - Faculty
    - Residents
    - DIO
  - Prepare an “unbiased and balanced” report
  - NOT to provide feedback

# T Minus One Week

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- Re-read Requirements and PIF
- Re-read ACGME Resident Survey Summary Report
- Re-confirm all appointments
- Assemble all documentation
- Organize all documentation

# Required Documentation

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- ❑ 3 Copies of PIF
- ❑ Educational Goals & Objectives
  - Competency-based, by rotation/educational experience and PGY level
- ❑ Written Supervisory Lines of Responsibility
- ❑ Acceptance/promotion/dismissal policies

# Required Documentation

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- ❑ Conference attendance sheets
- ❑ Resident evaluations of faculty & program
  - Summary of resident evaluations
  - Record of what was done with evaluations (outcomes, improvements, changes)
- ❑ Copy of Internal Review
  - SV can't read the IR – just verifies that it was done at mid-cycle

# Required Documentation

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- ❑ Prior ACGME/RRC Letters of Notification
- ❑ Copy of Resident Contract & Manual
- ❑ Copies of Program Letters of Agreement and Institutional Affiliation Agreements
- ❑ Copy of Sponsoring Institution Letter of Commitment

# Required Documentation

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- Resident files
  - Minimum 10
  - Include a few graduates with final (summary) evaluations
- Letters of Transfer for any transferred residents
- Procedural/surgical/operative logs

# Suggested Documentation

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- Copy of Program Requirements
- Copy of Institutional Requirements
- Block schedule of resident rotations

# T Minus One Day

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- Re-read Requirements and PIF
- Re-read ACGME Resident Survey Summary Report
- Double-check all documentation
  - Appearance
  - Organization
  - Completeness
- Get a good night's rest

# T Minus Zero

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- Greet the site visitor with confidence
- Re-confirm the day's schedule
- Stay on schedule

# Meeting with Program Director

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- Opportunity to describe unique aspects of the program
- Address “flags”
  - Clarification of PIF data provided by program
  - Clarification of issues arising from Resident Survey
- Requests for additional backup items
  - Keep list of any unanswered questions to resolve during wrap-up session

# Meeting with Faculty

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- Questions to verify PIF data and clarify issues raised by the Resident Survey
- Areas of special concern:
  - Level of faculty time commitment
  - Level of faculty supervision of residents
  - Scholarly activity and research
  - Evaluation and feedback to & from residents
  - Understanding of ACGME Competencies
  - Compliance with ACGME Duty-hour rules

# Meeting with the Residents

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- Questions to verify PIF data and clarify issues raised on Resident Survey
- Peer selected? (site visitor will ask them)
- Areas of special concern:
  - Work hour issues
  - Resident autonomy/supervision
  - Academic environment/scholarly activity
  - How resident issues, concerns, problems are handled; freedom to express concerns without intimidation or harassment
  - Understanding of General Competencies
  - Education vs. service issues
  - Training in patient safety and quality of care

# Wrap-up with Program Director

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- ❑ Address any unanswered questions from earlier meetings
- ❑ Opportunity for Site Visitor to explore differences between data reported in PIF and that provided by PD, faculty, residents
- ❑ Last opportunity for PD to highlight unique aspects of the program
- ❑ NOT an opportunity to get feedback from the Site Visitor

# Post-Site Visit

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- The Site Visitor's Report (to RRC)
  - Review of the program history
  - Review of previous citations & corrective actions
  - Review of institutional issues/citations
  - Clarification and verification of PIF
    - Includes comments from residents, faculty, PD, DIO, others)

# Post-Site Visit

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- The Site Visitor's Report doesn't include:
  - SV opinions
  - SV biases
  - SV judgements
  - Single resident's axe to grind

# Post-Site Visit

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- ❑ PDs and DIOs receive an email within 5 business days of RRC meeting indicating results (but not cycle length or citations)
- ❑ PDs and DIO notified by email approximately 60 days after RRC meeting that letter of notification with specific citations and/or other comments available on ADS

# Notice of RRC Action

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- ❑ Initial Accreditation (site review within 3 years)
- ❑ Accreditation/Continued Accreditation (program in substantial compliance with requirements; max 5-yr cycle)
- ❑ Accreditation/Continued Accreditation with Progress Report
  - Provides program an opportunity to address serious issues in report
  - Avoids warning or short cycle
  - Requires review and approval of report by GMEC
  - If report is not acceptable, program may receive shorter review cycle

# Notice of RRC Action (2)

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- Accreditation with Warning
  - Accredited program has been found to have one or more areas of serious noncompliance with the requirements that are of sufficient substance to require immediate correction
    - If not corrected may lead to Probation or loss of accreditation
    - 1 or 2 year review cycle
- Probation (additional one-year period possible if program still not in compliance after repeat site visit)

# Summary

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- Reviewed common RRC citations
- Described time-line for preparation
- Provided checklist of needed materials

# Questions?

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