A Holistic Approach to Meeting Evolving Industry Reporting Standards

Situation:

In an effort to maintain its accreditation, the University of Connecticut, School of Medicine (UConn) needed to develop a milestone reporting system that would allow residency training program directors and faculty to efficiently meet the Accreditation Council for Graduate Medical Education's (ACGME) new Next Accreditation System (NAS) requirements – the culmination of a long-term effort to shift residency/fellowship education from a process-oriented to an outcomes-oriented system.

With more than 120 residents, including an intern class of 47, the demands of the new NAS requirements had the potential to overwhelm the already-busy organization and staff. The School of Medicine is responsible for teaching, mentoring and reporting the progress of its students over the course of a calendar year, which includes thirteen, 4-week block rotations that include both inpatient and outpatient experiences.

Several components go into successfully graduating students from The School of Medicine. This includes directly observing residents and completing evaluations forms based on their knowledge and performance in the patient care setting, as well as their mastery of the 142 curricular milestones, and 22 sub-competencies of the Reporting Milestones.

As a result of these new NAS requirements, graduate medical education directors at UConn needed to rewrite the evaluations completely to track rotation-specific and post-graduate-year-specific resident performance.

About NAS
- A continuous accreditation model based on current key screening parameters:
  - Annual program data (resident/fellow/faculty information, major program changes, citation responses, program characteristics, scholarly activity, curriculum)
  - Aggregate board pass rate
  - Resident clinical experience
  - Resident/Fellow Survey and Faculty Survey (new)
- Semi-annual resident Milestone evaluations
- 10-year Self-Study and Self Study Site Visit
- Clinical Learning Environment Review (CLER) Site Visits

In 2002 UConn partnered with MyEvaluations.com to develop a customized system that would ensure ACGME/NAS compliance and be seamlessly deployed to hundreds of users, including faculty, medical students, course directors, section leaders and various Deans. The result of the nearly 1-year effort was a system that not only continued to track the existing 142 curricular milestones, but also the newly required 22 sub-competencies as part of the NAS requirements, which inform biannual reports for ACGME.

"MyEvaluations.com helped us understand how their software could be utilized to best meet the NAS requirements. They were able to customize an interface for our program that tracked and linked our database of Curricular Milestone scores to the necessary reporting milestones, saving our staff time and effort," said Dr. Ralph Martin, director of educational programs in the Department of Medicine at Saint Francis Hospital and Medical Center, an affiliate of UConn.

Once the forms were developed in MyEvaluations.com, the system collected training level-specific evaluations corresponding to each rotation's unique learning objectives, and directly mapped the performance to the reporting milestones for ACGME reporting. This process streamlined work for the program directors, because the MyEvaluations.com generated an Assessment Worksheet that served as a baseline (instead of having to generate a milestone report for each resident every six-month from scratch) to the report card that is required to go to ACGME every six months on each resident from intern through year three.

"Dr. Melamed is extremely savvy when it comes to new developments in Graduate Medical Education, ensuring that his database and offerings are one-step ahead of what's required," said Dr. Ralph Martin.

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Benefits

- **Informed.** MyEvaluations.com stays up-to-date and is knowledgeable about ACGME requirements. Their patented system is current with new features to track additional NAS requirements and milestones efficiently and effectively.

- **Collaborative.** MyEvaluations.com was able to tailor and modify their system to meet our program's administrative needs thoroughly.

- **Efficient**. MyEvaluations.com collected information based on the residents' performance and the software generated reports that allowed us to continue to capture detailed information while streamlining the reporting process.