


## Holding Them Accountable: Encouraging Professional Habits Without Hand-holding

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## ACGME Milestones

PROF.2 Demonstrates professional conduct and accountability					
Has not achieved	Level 1	Level 2	Level 3	Level 4	Level 5
Level 1	<p>Presents him or herself in a respectful and professional manner</p> <p>Attends to responsibilities and completes duties as required</p> <p>Maintains patient confidentiality</p> <p>Documents and reports clinical and administrative information truthfully</p>	<p>Consistently recognizes limits of knowledge and asks for assistance</p> <p>Has insight into his or her own behavior and identifies triggers for professional lapses, and is able to use this information to be professional</p> <p>Completes all clinical and administrative tasks promptly</p> <p>Identifies appropriate channels to report unprofessional behavior</p>	<p>Recognizes professional lapses in self and others</p> <p>Reports professional lapses using appropriate reporting procedures</p>	<p>Maintains appropriate professional behavior without external guidance</p> <p>Exhibits self awareness, self-management, social awareness, and relationship management</p> <p>Negotiates professional lapses of the medical team</p>	<p>Models professional conduct placing the needs of each patient above self-interest</p> <p>Helps implement organizational policies to sustain medicine as a profession</p>
Comments:					




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### Poll: How do you track administrative task?

- Hearsay
- Memory
- 360 Degree Evaluations
- Rotation Evaluations
- We don't!




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### Making it Work...



- What is important?
- How can we track it?
- Where is the data we have?
- How often to track?
- What are the consequences?
  - Equal? Graded?



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### Administrative Tasks

- Duty Hours
  - Logging Accuracy
  - Violations
- Clinic Time
  - Accurate recording
  - 1 per week
- Case Logs
- Evaluation Completion
- Medical Records
- Research Progress/QI
- Administrative Tracking
  - Vacation Scheduling
  - Presentations
- OPA
- CAMEOS
- Bedside Procedures
- Conduct Log



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### Dashboard Reporting

- Multiple data points visible on one snapshot
- Streamlined Information
- Historical trends become obvious
- Dashboards are on E\*Value/New Innovations
- Dashboards are EVERYWHERE!



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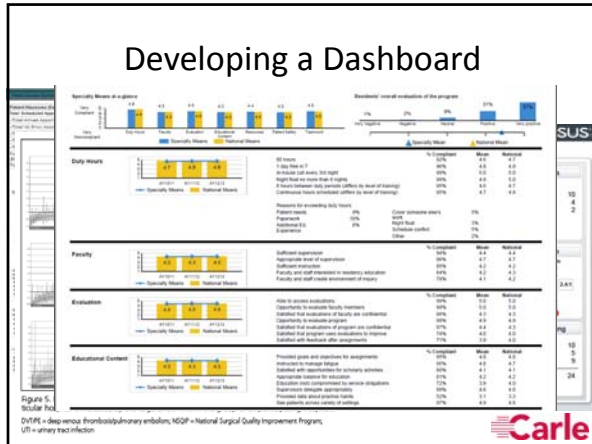
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- ### Administrative Tasks
- **Duty Hours**
    - Logging Accuracy
    - Violations
  - **Clinic Time**
    - Accurate recording
    - 1 per week
  - **Case Logs**
  - **Evaluation Completion**
  - **Medical Records**
  - **Research Progress/QI**
  - **Administrative Tracking**
    - Vacation Scheduling
    - Presentations
  - **OPA**
  - **CAMEOS**
  - **Bedside Procedures**
  - **Conduct Log**

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### Our Dashboard

EXCITATION TYPE	July	August	September	October
EXCITATION DATES	JULY	AUGUST	SEPTEMBER	OCTOBER
DUTY HOUR VIOLATIONS	Updated	Updated	Updated	Updated
EVALUATE LOGGING	Updated	Updated	Updated	Updated
CLINIC ATTENDANCE	Updated	Updated	Updated	Updated
# of 1/2 day clinics attended	4/4	3/4	4/4	4/4
EVALUATIONS	Updated	Updated	Updated	Updated
ACGME CASE LOGS	Updated	Updated	Updated	Updated
Chart Completion	n/a	n/a	n/a	0
# of charts on Delinquent List	n/a	n/a	n/a	0
Notes	Conference - 1 Week	Vacation - 1 Week		1 Week Off - Vacation

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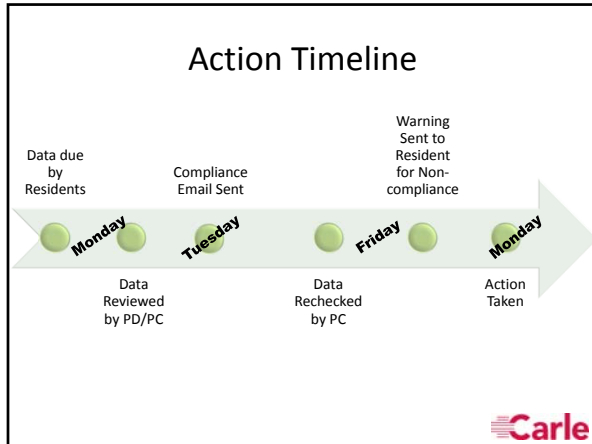
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- Getting Buy In
  - Residents
  - Faculty
  - Program Coordinator
  - Program Director

Carle

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**Be Accountable**

**HOW DO YOU HOLD RESIDENTS ACCOUNTABLE?**




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**Holding the Residents Accountable**

- Be Realistic
- Follow through now saves time later
- Be prepared to suit up!
- Having the tough talk


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**The Good, The Bad, The Ugly...**

ROTATION TYPE	GS-B	GS-B	GS-D	GS-D	PLAS	CYCLE
ROTATION DATES	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
EMERGENCY VISITATIONS	updating excel	updated	updating excel	updated	updated	updated
CLINIC ATTENDANCE	updated	updated	updated	updated	updated	updated
# of 7.2 (day off) offenses	4/4	5/5	3/3	5/5	5/5	1/1
EVALUATIONS	updated	updated	updated	updated	updated	updated
ACCOMPLISH LOGS	last updated	9/4/2012	9/19/2012	11/2/2012	11/2/2012	1/5/2013
ACTIVITY LOGS	updated	updated	n/a	n/a	n/a	n/a
Notes	required several reminders to update	2nd reminder on activity log	2nd reminder on case log	1 reminder required	none of compliance files 12.11.12, no reminder issued, formal meeting and case	




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**WHEN YOU DON'T HOLD PEOPLE ACCOUNTABLE YOU ROB THEM OF THEIR CHANCE TO IMPROVE.**




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**The Good, The Bad, The Ugly...**

ROTATION TYPE	GG-B	GG-B	GG-B	GG-B	PLAS	CYCLE
ROTATION DATES	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
EVALUATION VIOLATIONS	reporting error	not updated	reporting error	no violations	no violations	updated
CLINIC ATTENDANCE	4/4	5/5	3/3	5/5	5/5	5/5
# of 1/2 day clinic attended	4/4	5/5	3/3	5/5	5/5	5/5
EVALUATIONS	not updated	not updated	not updated	updated	updated	not updated
ACCOMPLISHMENTS	not updated	not updated	not updated	updated	updated	not updated
ACCOMPLISHMENTS	not updated	not updated	not updated	updated	updated	not updated
ACTIVITY LOGS	not updated	9/8/2013	9/9/2013	9/19/2013	11/2/2013	11/2/2013
ACTIVITY LOGS	not updated	9/8/2013	9/9/2013	9/19/2013	11/2/2013	11/2/2013
Notes	required several reminders to update	2nd reminder on activity log	2nd reminder on case log	1 reminder required		

ROTATION TYPE	IBO	GYE	Research	TRANS	YASC	YASC
ROTATION DATES	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
EVALUATION VIOLATIONS	no violations	no violations	no violations	no violations	no violations	no violations
CLINIC ATTENDANCE	4/5	4/5	no clinic req	3/4	4/5	3/3
# of 1/2 day clinic attended	4/5	4/5	no clinic req	3/4	4/5	3/3
EVALUATIONS	not updated	not updated	not updated	not updated	not updated	not updated
ACCOMPLISHMENTS	not updated	not updated	not updated	not updated	not updated	not updated
ACTIVITY LOGS	not updated	2/13/2013	2/26/2013	4/7/2013	5/6/2013	6/20/2013
ACTIVITY LOGS	not updated	2/13/2013	2/26/2013	4/7/2013	5/6/2013	6/20/2013
Notes						1 week vacation




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**Clinical Competency Committee (C3)**

- Large amount of data needed
- Monthly Dashboard has data
- Streamlined
- Already familiar to faculty




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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					




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