

## What is the Residency Assessment Form?

The National Center administers the Residency Assessment Form (RAF) to collect residents' opinions on eight significant components of residency programs.

The Center then processes and interprets these results, providing you with a comprehensive program evaluation, overview and analysis. The evaluative report includes clear recommendation to deal with program challenges.

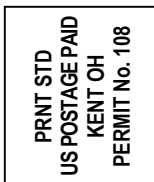
Results help improve your program, resident satisfaction and your ability to attract better residents.


## What is the National Center for Evaluation of Residency Programs?

The National Center was created specifically to offer services which enhance your residency program. It is an independent, objective and confidential source of professional information and expertise.

In a time of fixed or decreasing resources, stricter rules, intense competition and focus on outcomes. The National Center can help your residency program provide the highest-quality education.

For more information about the National Center, visit:  
[www.ncerp.com](http://www.ncerp.com)



 National Center for Evaluation  
of Residency Programs  
315 Elmwood Drive  
Kent, OH 44240

Feedback for Success

- ✓ How **effective** is your residency program?
- ✓ Do you know what residents **really think** and **feel** about your program and hospital?
- ✓ Are your residents **satisfied** with your program?
- ✓ Do you meet **ACGME requirements**?
- ✓ How does your program **measure up**?

The **Residency Assessment Form**—a practical, efficient method for monitoring and evaluating all major aspects of residency programs.



National Center for Evaluation  
of Residency Programs  
*a professional evaluation service*

## Do you comply with ACGME requirements?

- Do you collect annual written confidential evaluations of faculty by residents?
- Do you collect annual written confidential program evaluations by residents? Do evaluations address the key aspects of satisfaction with the program?
- Do your evaluations address resident perceptions of your program's compliance with key ACGME regulations?
- Were you surprised or embarrassed by the results of the ACGME's survey of residents?

## Benefits of independent, professional residency program evaluation.

✓ **Confidential and unbiased results**—The National Center independently collects and analyzes resident responses using professional methods and instrumentation. Residents can easily express positive feelings and concerns without fear of being identified by anyone in the institution. This sense of security and the Center's proven objective methods contribute to a very high response rate and eliminate undue influence from you or your institution.

✓ **A report summary**—After the RAF is administered, you receive a comprehensive, certified, statistical summary report which documents the effectiveness of your residency program. The National Center offers professional interpretation and analysis based on its experience with other programs across the country.

✓ **Resident benefits**—The RAF promotes a positive resident attitude—a less tangible, but no less significant, benefit. It provides a mechanism to safely bring frustrating issues forward, ultimately making resident life more productive and enjoyable. It demonstrates that you care enough to professionally and objectively obtain residents' opinions.

## Questions?

Call the National Center at (330) 678-2011  
or visit our Web site at [www.ncerp.com](http://www.ncerp.com)

## What aspects are assessed?

The form contains about 80 questions, takes 35-50 minutes to complete and covers:

- Residency director and program leadership
- Program and departmental administration
- Faculty/teaching/staff/fellow activities
- Resident supervision and work relationships
- Education/work load, conditions and hours
- Educational activities and environment
- Supportive departments/ancillary services
- Evaluations/the competencies, fairness
- Patient safety and key ACGME requirements

## How it works:

**A.** The National Center receives:

- A signed Request-for-Services Form
- A roster of all residents enrolled in the program or institution, listed by name, degree, home address and post-graduate year level.
- A letter signed by the program director introducing the National Center and stressing the importance of conscientious completion of the RAF.

**B.** The Center then mails each resident a copy of the program director's letter and a cover letter explaining the importance of the evaluation process. The letter notes the independence of the National Center, the fact that individual responses will not be revealed and that only aggregate data and typed comments will be sent to the authorizing individual. The RAF is sent with a business reply envelope.

**C.** Each completed RAF is identified at the Center by its own unique identification number. Multiple mailings are made to residents who do not respond.

**D.** The Center provides summary statistics of residents' responses by showing response frequency for each of the 80 RAF items. Narrative resident comments are typed verbatim, and interpretive comments and recommendations are provided.

## Request-for-Services Form

- YES!** Help me meet the ACGME requirements to systematically evaluate my program using written evaluations by residents. I would like my residents to complete the Residency Assessment Form. I will personally receive the confidential certified report and professional interpretation prepared by the National Center. Additional copies will only be made available upon written consent.

Date \_\_\_\_\_

Signature of Director/Institutional Representative \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Institution \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Programs \_\_\_\_\_

## Payment Information

Please enclose a \$250 check for the basic subscription. Additional payment for processing and analysis is due on receipt of the certified report and professional interpretation according to the following schedule:

- For 15 residents or less, the minimum processing fee is \$750. There is a \$50 charge for each additional Residency Assessment Form processed.

## Please return form to:



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of Residency Programs**  
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