



Strategies for Successful Accreditation

Project management skills to improve program quality and produce better accreditation outcomes

Learn how to increase your ACGME accreditation cycle by:

- Improving your program and better documenting its outcomes
- Understanding what needs to be done, setting priorities and realistic goals
- Overcoming negative thinking, fear of failure, and procrastination
- Writing/editing a complete and accurate PIF
- Using effective leadership and communication tactics to produce positive attitudes and outcomes

With lessons in how to:

- Use strategic planning and a reasonable timeline to produce an accurate PIF
- Orchestrate a successful site visit
- Identify your program's variances from ACGME standards and implement quick fixes
- Construct a stronger foundation to eliminate future citations
- Build a team, marshal resources, and monitor progress

One-day Conferences

Friday, October 8, 2010 - Philadelphia, PA

Friday, October 29, 2010 - Las Vegas, NV



**National Center for Evaluation
of Residency Programs**

A Professional Evaluation Service

SCHEDULED SESSIONS AND EDUCATIONAL APPROACH

8 - 9 a.m. The ACGME's Evolving Approach to Accreditation

What is driving the ACGME, where is it going and what does it expect now? What will accreditation be like in five years? Get clear about the ACGME's mission, approach to professional education, focus on quality improvement, and emerging organizational structures and roles.

9 - 10:15 The Competencies & How to Better Measure Them

What is the scope of the competencies, and why have they been mandated? How can you draw inferences about physician competence by observing/counting resident behaviors? How to use the ACGME's recommended measurement tools and other measures, such as resident work products, that are simple, easy, direct and obvious. Discover the advantages of unobtrusive measures.

10:30 - 11:15 Is Your Program Compliant With All the ACGME Requirements?

Assessing your program, its operation and its outcomes. What is your program already doing that meets ACGME requirements? Can quick fixes be made so that compliance can be reported prior to and confirmed during the site visit? Are all required program policies in your manual and do you follow them? What citations, if any, can you expect? Learn about different approaches to auditing files, policies, and procedures. What did your last ACGME annual resident survey and/or specialty-specific survey say? What should be done to address concerns and avoid citations?

11:15 - 12 p.m. Site Visit Preparation as Project Management – Producing the PIF and Orchestrating the Performance

The PIF is at least a 120-page description of the program that should read as if it was written by one scholarly author. This requires setting priorities and delegating writing assignments, making revisions and producing a PIF that should be reviewed for accuracy prior to its submission to the chair and GME office. Tips for editing submissions, marshalling resources, building a timeline and obtaining approval. How to best orient your chair, rotation directors, faculty, program administrators and residents to the accreditation process and to what is expected on the day of the site visit. Does everyone understand the program as it is now, its strengths and plans to address any areas of non-compliance?

12 - 1:15 Working Lunch and Discussion (Lunch provided. Advance reservations required.)

How to interpret your accreditation letter. What do you do when the ACGME issues a citation that is in error and/or takes an adverse action (probation, reduction in complement, proposed withdrawal of accreditation)?

1:15 - 2:45 Answering the Common PIF Questions

An analysis and explanation of *The Program Director Guide to the Common Requirements*, including tips and creative ideas for correctly answering the 32 Common PIF Questions.

3 - 4 Citations and the Best Remedies

Discuss how to carry out educational quality improvement activities for: low board pass rates, inadequate supervision, limited scholarly activity or clinical experiences, lack of timely and adequate resident or faculty performance feedback, and lack of clear goals, objectives or responsibilities.

4 - 5 Building Program Ownership and Involvement Managing your time and your accreditation team. Working with and getting help from your GME office, DIO and other program directors.

Today's ACGME Accreditation Process

The Accreditation Council for Graduate Medical Education has set standards and mandated that self-assessment practices be conducted at the resident, program, institutional and national levels. Just as today's residencies are expected to use objective measures for accreditation activities, tomorrow's board-certified physicians will be required to objectively evaluate the quality of the care they deliver, develop individual learning plans, work effectively with others within health care systems and bring about orderly system improvements. Residency program directors are now expected to demonstrate leadership in the process of quality improvement in both education and patient care.

What will I learn?

Adhering to the ACGME's requirements and using documentation systems are key ingredients to a successful ACGME site visit. Completing the program information form (PIF) and reviewing program requirements in preparation for a site visit are often the catalysts for collecting and analyzing data as well as solving problems and making changes. Site visit preparation involves setting priorities, managing time, leading teams and communicating clearly. Understanding the role site visitors play is essential to producing positive accreditation decisions.

Participants can expect straight answers to questions about why the ACGME has changed accreditation and what will be next. Understanding the ACGME's rationale makes the process easier and can help you to be a more effective leader. Participants will learn about the key elements for ensuring positive ACGME Review Committee actions by gaining insights into:

- Assessing and documenting compliance with accreditation standards
- Answering challenging Common PIF questions
- Responding to prior citations
- Managing the program accreditation cycle using helpful project management tactics
- Avoiding common site visit pitfalls that often result in citations
- Bolstering their leadership positions through the accreditation process and encouraging a sense of program ownership among faculty and residents.

How will I learn?

Participants are expected to be familiar with their respective program requirements and related FAQs, the *Program Director Guide to the Common Requirements* and specialty-specific and common parts of the PIF. Pre-conference reading materials will also be distributed a week prior to the workshop. Workshop participants will receive handouts, checklists, and helpful guides. For their own reference, participants should bring their last ACGME accreditation letter, last internal review report, the report from the program's last "annual review of the curriculum," and their 2009 ACGME resident survey report.

Presentations, self-assessment activities, problem-solving exercises and discussion will communicate important principles. Case studies illustrate proven practical tips and tricks. If desired, advice and guidance can be provided about the best steps programs should take considering their accreditation history and setting.

Who should attend?

This workshop is designed specifically for program directors, key faculty and program administrators/coordinators involved in completing the PIF. Since teamwork is an important ingredient of accreditation success, a discount of \$50 per person is offered when two or more people register from the same program. Workshop enrollment is limited to encourage discussion.

Donald A. Bosshart, Ed.D.

Chairman and CEO, National Center for Evaluation of Residency Programs, Kent, OH

Dr. Bosshart received his doctorate in educational psychology in 1972 from the University of Illinois in Champaign, Ill., with a focus on educational measurement and evaluation. He began his career in medical education at the University of Texas Medical Branch at Galveston, where he spearheaded changes to the undergraduate medical curriculum and the evaluation process. His work with standardized patients, standards-based feedback systems and clinical skills received national recognition.



In 1977, Dr. Bosshart joined the newly created Northeastern Ohio Universities College of Medicine at which he played a key role in planning, developing, implementing and evaluating the six-year B.S./M.D. curriculum. In addition to his work with curriculum and evaluation, he was administrative director and chairman of the Principles of Ambulatory Care Course from 1978 to 1982. In 1984, he was also appointed special assistant to the president and worked with 45 graduate medical education programs in the eight affiliated community teaching hospitals.

In 1992, he founded the National Center for Evaluation of Residency Programs, which delivers educational and evaluation services to residency programs throughout the country and has organized and conducted more than 200 major faculty development seminars for more than 3,000 representatives of 2,000 residency programs. He twice chaired the Annual AAFP-STFM Conference on Patient Education. In 2003, Dr. Bosshart received the John H. Renner, M.D. Memorial Award of Excellence for his contributions to the field of patient education. Dr. Bosshart is a licensed psychologist in the state of Ohio, serves on the board of directors of Portage Path Behavioral Health in Akron, Ohio, and is board chairman of the Northeastern Ohio Psychiatric Institute.



National Center for Evaluation of Residency Programs

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About the National Center for Evaluation of Residency Programs

An objective, independent and confidential source of professional information and expertise, the National Center assists program directors and institutions in improving residency programs. Through professional methods for collecting and interpreting assessments of program effectiveness by residents, program applicants and graduates, the Center provides confidential evaluative feedback and recommendations. The Center provides evaluation methods to assess residents and curriculum quality, analyzes recruitment materials and plans and offers consultation regarding RC and ACGME communications. The Center provides consultations and conducts conferences, seminars and speaking engagements on various topics, including educational methods. Visit www.ncerp.com for more information.

Our Services

We assist programs in obtaining and maintaining accreditation by the Accreditation Council for Graduate Medical Education. This may involve any or all of the following:

- ✓ Site visits to programs to assess compliance with ACGME requirements and/or sound educational principles.
- ✓ Site visits to programs to assess attractiveness to high-quality AMGs and IMGs.
- ✓ Gather, assess, synthesize and evaluate information about the processes and outcomes of graduate medical education programs from applicants to GME programs, residents enrolled in the program, faculty teaching in the programs and program graduates. Confidential reports include clear recommendations and action plans.
- ✓ Assist programs with: plans for outcome assessment required by the ACGME, the development and revision of measurement tools, advice on implementing evaluation tools, setting criteria or performance standards, interpreting evaluation results and recommending changes to the evaluation process, the educational program, or the context of the program.
- ✓ Provide training to faculty and program administrators about how to effectively manage and operate the program, market the program and recruit residents.

PIF Evaluation

- ✓ Review, critique and edit program information forms for clarity and compliance with ACGME program requirements.

Residency Program Survey Analysis

- ✓ Post-Match Survey
- ✓ Residency Assessment Form
- ✓ Survey of Graduates

Philadelphia, Pennsylvania October 8, 2010

Radisson Plaza Warwick Hotel
220 South 17th Street, PA 19103
Phone: 215-735-6000 or 800-333-3333

Reservations should be made directly with the Radisson Plaza Warwick Hotel. Be sure to tell them you are with the “National Center for Evaluation of Residency Programs” to secure the discounted room rate of \$149 per night for single or double occupancy. **The deadline for discounted guest rooms at the conference hotel is September 7.** The Warwick is located in the prestigious Rittenhouse Square District. The hotel provides 22 floors of newly renovated, lavish accommodations. On the National Register of Historic Hotels, the Warwick is celebrating its 75th anniversary as the “Grande Dame of Philadelphia.” It is adjacent to historic Rittenhouse Square and is within easy walking distance of many national and local attractions. Next door you’ll find the Curtis Institute of Music, Plays and Player’s Theatre, and the Pennsylvania Academy, with its renowned collection of American Art. Within 3 blocks, there are over 125 shops and restaurants in the Shops at Liberty Place and The Bellevue. You can also visit Independence National Park and the Liberty Bell. Take advantage of hotel amenities such as the exercise facility or salon. The hotel is just 15 minutes from the airport.



Liberty Hall

Photo courtesy of Philadelphia CVB

2010 Conference Locations



The legendary Las Vegas welcome.

Photo courtesy LVCVA

Las Vegas, Nevada October 29, 2010

SpringHill Suites Las Vegas Convention Center
2989 Paradise Road, Las Vegas, NV 89109
Phone: 702-433-5880 or 800-583-0079

Reservations should be made directly with the Marriott reservations or SpringHill Suites. Be sure to ask for the “NCERP Strategies for Successful Accreditation Workshop” special group rate of \$89 per night for a studio suite. Guest suites are furnished with either one king-sized or two queen-sized beds and a pull-out sofa bed, accommodating 3 to 5 people per room at no additional charge. **Make your reservations by October 14, 2010, to secure this discounted rate.** The conference will be held on the 8th floor of this new 300-room, non-smoking, non-gaming hotel. With its spectacular panoramic views of the city, the SpringHill Suites by Marriott features a roof-top swimming pool and fire pit, Inspiration Lounge and Restaurant and offers a number of complimentary services, including free breakfast buffet, 24-hour business center, and free Internet access. All guest suites are comfortably appointed with coffeemakers, hairdryers, iron and ironing boards, refrigerators, microwaves, desks and sofa sleepers. Just off the legendary Las Vegas Strip, the hotel is directly across Paradise Road from the Las Vegas Hilton and the Monorail, which offers convenient transportation to nine major hotels and resorts along Las Vegas Blvd. The hotel is behind the Riviera and ½ mile from the Encore Las Vegas and its adjacent sister property, the Wynn, as well as the new Trump Hotel, the Fashion Show Mall, the Venetian and Treasure Island. For more information about the hotel, visit: <http://www.marriott.com/hotels/travel/laspr-springhill-suites-las-vegas-convention-center/>. For more information about the city, please visit: <http://www.visitlasvegas.com>.

CONFERENCE REGISTRATION FORM

Accommodations:

Room reservations can be made directly with the hotels. Tell them you are with the "National Center for Evaluation of Residency Programs." Room rates are subject to availability. Make reservations by the deadlines specified in the "Conference Locations" section. If you have any problems with the hotel or miss the deadline, please call or e-mail the National Center.



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Web site: www.ncerp.com

Registration:

Complete the Registration Form and mail it in with your \$350 registration fee to the National Center for Evaluation of Residency Programs, 315 Elmwood Drive, Kent, Ohio 44240 by the reservation deadline indicated in the "Conference Locations and Accommodations" section. Get \$50 off per person when two or more people from your program register. You can also reserve your space by faxing your form to 330-678-9199. No refunds for cancellation after the registration deadline. For credit card payment, please complete the credit card authorization form below the registration form. Conference registration includes continental breakfast starting at 7:30 a.m. and lunch. Late registrations require telephone confirmation. Space is limited

Registration Form: Strategies for Successful Accreditation

- October 8, 2010 - Philadelphia, PA
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Name _____

Title _____

Program/Department _____

Hospital _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail _____

CREDIT CARD AUTHORIZATION FORM

Credit Card Payment Form *(Please fax to 330-678-9199)*

Credit Card Type (circle one): MasterCard VISA American Express Discover

Card #: _____ Expiration Date: _____

Name (as on card): _____

Signature _____ Amt. Charged _____

Billing Address for Credit Card if different than above:

City _____ State _____ Zip _____



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