

Responding to ACGME Citations

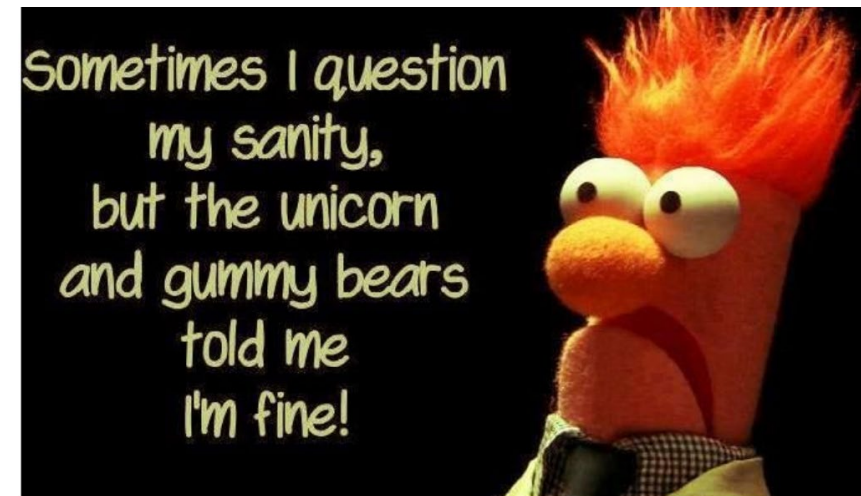
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Why did I get asked to give this talk?

- I have been a PD at:
 - 3 different institutions
 - 2 different specialties (thoracic surgery and general surgery)
 - 2 different thoracic pathways (integrated and traditional)
- Over the past 18 years
- If it can be cited, I've either responded to it
- Or helped another PD respond to it



Five Stages of ACGME Grief



Denial



Anger



Depression



Acceptance



Response

Receiving ACGME Feedback

Don't take it
personally

Read carefully

Reflect

Act

Respond

Step 1 – Don't take it personally

Far easier said than done

Don't:

- Call the ACGME and complain
- Email Chris Fox or RRC members

Do:

- Find a safe outlet for frustration



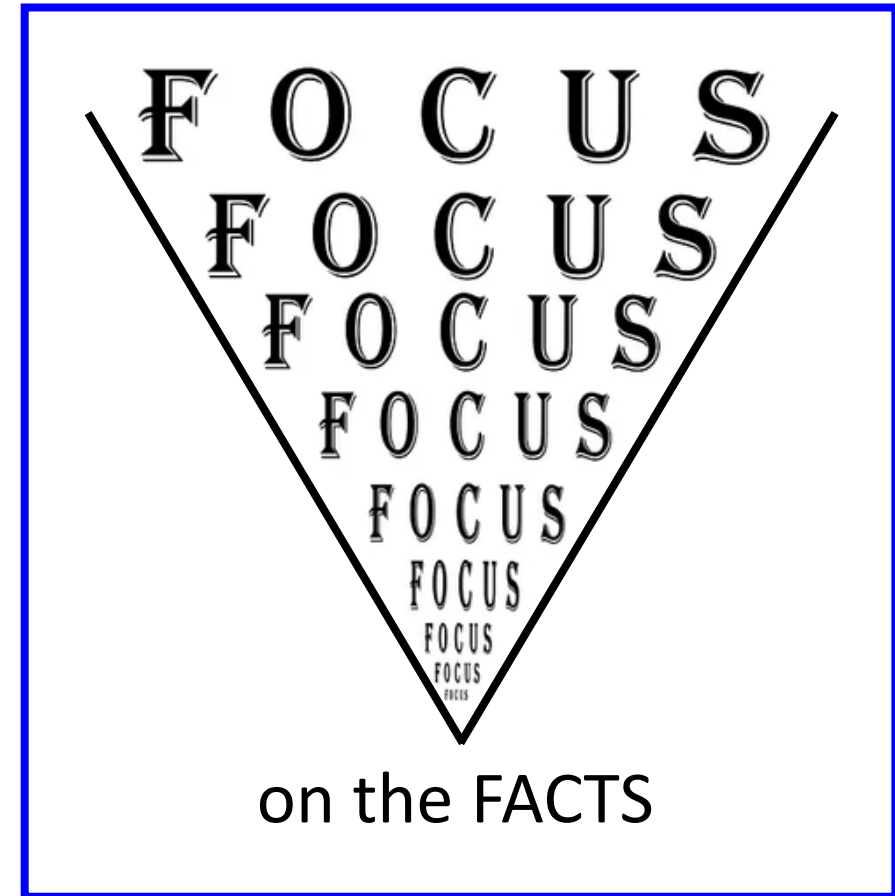
Step 2 – Read carefully

What are the specific issues/facts?

Look up the referenced requirement(s) and make sure you understand the standard

Guide to Common Program Requirements on ACGME website has additional interpretation

If unsure what the requirement means:
ask your DIO or other PD's



Step 3 – Reflect

What did the RRC see that triggered this citation?

Is this an issue you were already aware of?

Is there a deeper underlying problem?

How can you gather more information?



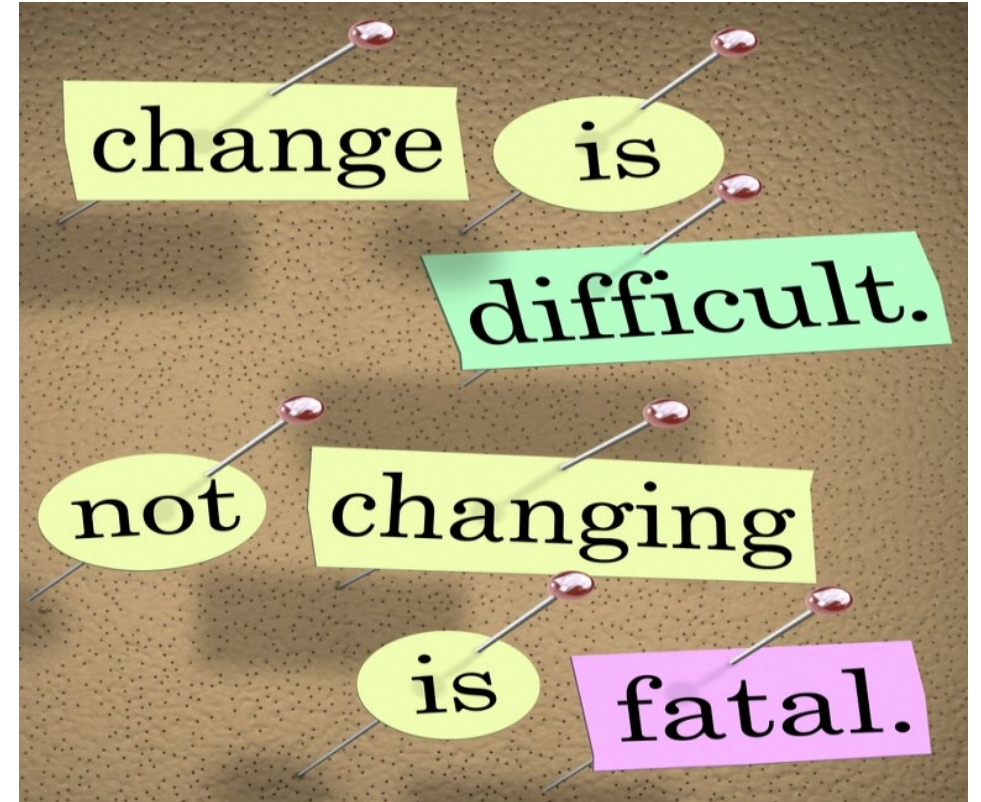
Step 4 – Act

Define root cause of the issue and options for improvement

May need department/system support

Develop a step-by-step plan to improve

Define your target outcome – how will you know when the issue is fixed?



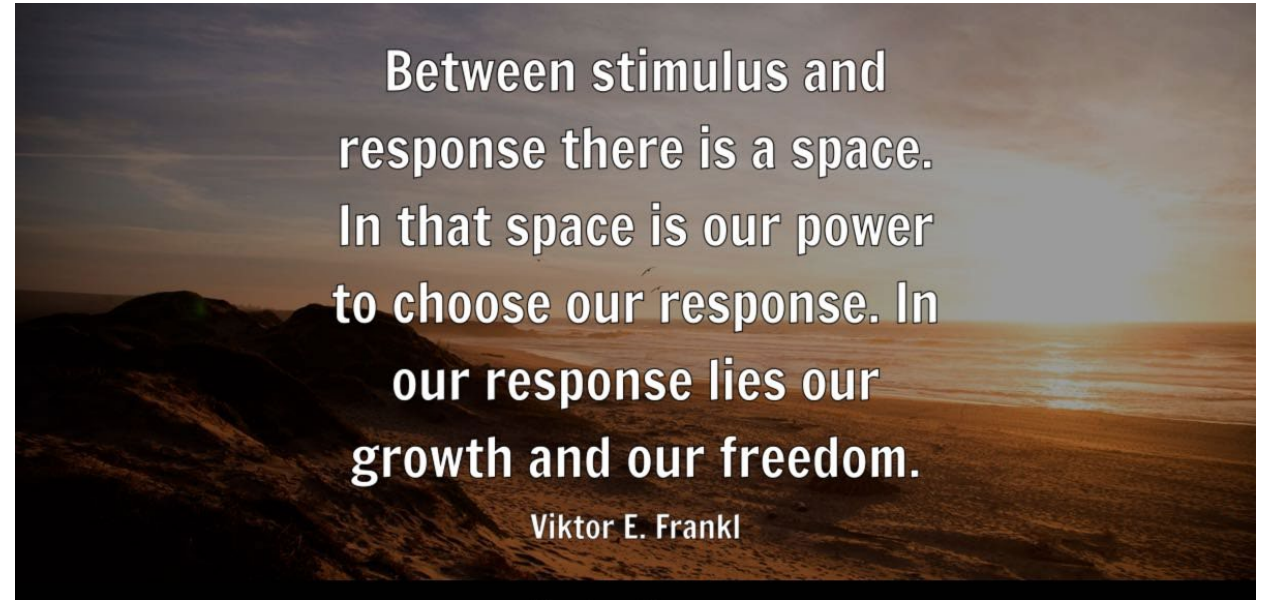
Step 5 – Respond

Acknowledge the problem

Show your investigation

Explain planned changes and what is already done/in progress

Define goals/how you will measure improvement before next review cycle



Sources of Citations

- ADS responses
 - Usually missed/incorrect information or incomplete responses
- Case logs
 - Is the graduate listed on the correct track?
 - Recording vs actual issue?
- Board pass rates
- ACGME surveys (trainee and faculty)

How to respond to ADS Citations

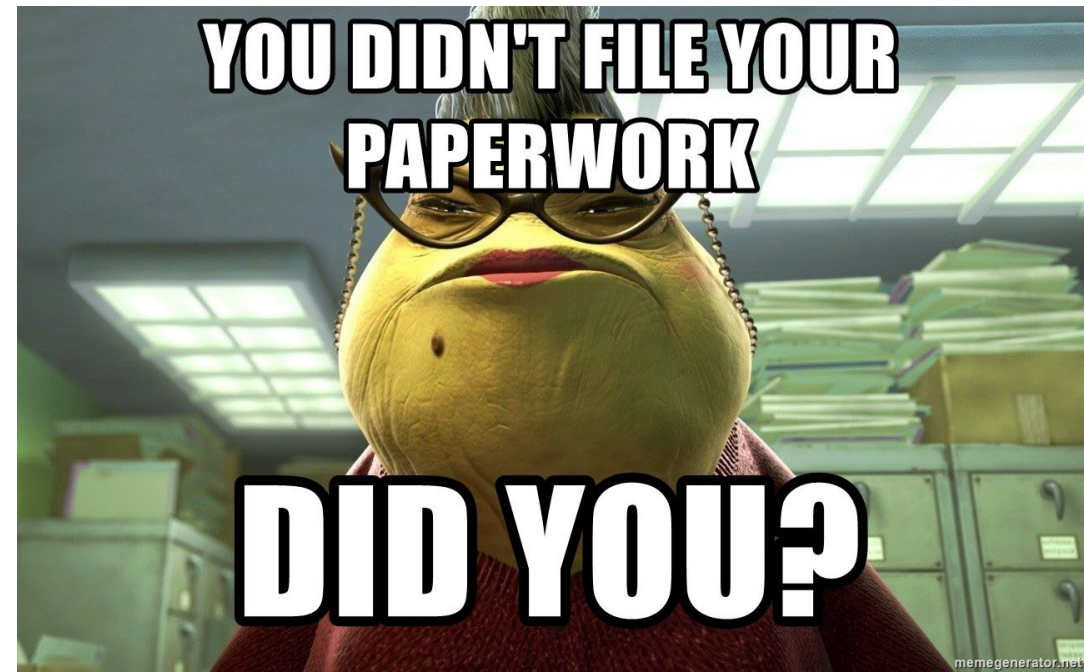
- This is what I did wrong
- I'm sorry
- This is the correct information
- I will make sure it's correct going forward

Check the details: everything must be filled out
Click on every link to make sure you're not missing anything
Did you attach your block diagram and build it correctly?
Is scholarly activity complete for everyone?
Is PD CV up to date?
Are your rotation sites and months correct?



How to Respond to Case Log Citations

- My resident was listed on the wrong track
 - See previous slide
- There is a case requirement that was not met
 - Why you were short
 - How you plan to fix it
 - New/additional rotations
 - Residents will now actually log their cases
 - Frequency of check-ins



How to Respond to Case Log Citations

- Review of graduate case logs demonstrated one graduate missed several categories within the general thoracic cases
 - The trainee was listed in ADS as being on the thoracic track despite planning to graduate on the cardiothoracic track
 - They had met all requirements for the cardiothoracic track in all categories
 - The program director will meet with each resident at least semi-annually and review which track they plan to finish on and ensure they are on track to meet the requirements for that track
 - Going forwards, the program director will personally check to ensure each resident is listed on the correct track in ADS

How to Respond to Board Pass Citations

- Describe your program's pattern
- How do you help your residents prepare
- What you will change in the future



How to Respond to Board Pass Citations

- Our program had a graduate fail the qualifying exam – the first ever person to fail from this program.
 - The graduate who failed had consistently scored over the 50th percentile on their in-training exam and in their final year was in the 65th percentile suggesting that the issue was not a test taking deficit
 - We base our didactic teaching on the STS curriculum and reviewed each of the weekly sessions over the past year to ensure that all information transmitted represents the current data and guidelines for patient management
 - We will be using the benchmark quizzes from the STS curriculum going forwards to measure resident knowledge base monthly

How to Respond to Survey Citations

- These require a fair bit of research
 - Show you have done the legwork to investigate
 - Discussions with residents and faculty
 - Outside reviewer (another program) can be helpful
 - Inciting causes
 - Policies
 - Systems issues
- Focus on collaborative problem solving
 - Engage residents and faculty for ideas
 - Engage your coordinator – they often see things we miss



Citation Response Template

- Part 1 – Review what happened and possible causes
- Part 2 – Show your work
 - What you have done to investigate
 - What solutions were considered
 - What solution you chose and why
- Part 3 – Progress to date
 - Describe interventions already implemented or in progress
- Part 4 – Effectiveness
 - How you plan to know if your intervention is working
 - Describe any new/current data available about the issue

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