

Evaluation and Feedback

Purpose

To provide clear details about how residents can expect to provide and receive feedback.

Responsibilities

Off-Service Evaluations

Monthly evaluations are solicited from every service. These evaluations are sent to the resident via RMS/New Innovations. Copies are kept in the resident file and are available for resident review at any time. Residents are required to complete an evaluation upon completion of each rotation. This feedback is reviewed annually with the service rotation directors and is anonymous. Residents are to give feedback on major issues directly to the off-service liaison (Hernandez, Dahms, Grall) in a timely fashion.

ED Shift Evaluations

Residents are required to present an evaluation card to the senior staff at the end of each shift. These cards are sent to the Program Assistant to be compiled. They are sent via email to the resident and are subsequently kept in the resident file. Throughout the residency, a comprehensive review of each resident will be completed twice a year by the Clinical Competency Committee. This review will include a summary of performance metrics and determines if there is continued progress toward the goals listed in the graduation requirements and toward meeting ACGME Milestones.

Faculty will immediately give directed feedback to residents with perceived egregious behavior in the Emergency Department. This includes anything that could be perceived as negatively affecting patient care or professional relationships, such as perceived acts of omission or commission, dishonest communication, sexual or other forms of harassment or other unprofessional behavior. A written communication (with details beyond the shift evaluation card) regarding the incident should be submitted to the Program Director by the faculty as soon as possible and within 48 hours

Semi-annual Evaluations

Residents are evaluated by the Residency Director and the Clinical Competency Committee twice a year.

The evaluations consist of:

1. Shift evaluations by ED faculty
2. Milestone-based evaluations from other sources
3. Nursing/ED team evaluations
4. Peer evaluation
5. Off-service evaluations
6. Self-evaluation
7. Oral exam results
8. Intraining exam results
9. Compliance with residency requirements:
 - a. Procedure log numbers

- b. Ultrasound examination numbers
- c. Patient Follow-up
- d. Conference Attendance
- e. ROSH Review assigned tests and individual questions
- f. Completion of Quality modules
- g. Completion of rotation/faculty/peer/program evals

Program Evaluation

Residents are required to provide feedback on the residency program. These anonymous evaluations are done using a web- based system. Results are reviewed annually with the faculty and residents.

Residents are required to complete the yearly ACGME survey to provide anonymous feedback on the program.

Faculty Evaluation

Residents are required to provide feedback on the EM faculty. These anonymous evaluations are done using a web-based system. Results are compiled and shared with the Department Head.

Date Last Updated: 6/16/2015