

Full Accreditation. Zero Citations. Better GME. Partners™ can help you get there.

*"Having 5 RRC site reviews and an Institutional site review in a little over a year is daunting. The thorough and highly professional service provided by our Partners™ consultant was a true solution and an excellent experience."*

Michael Grossman, MD  
DIO, Director of Medical Education  
Maricopa Integrated Health Systems  
Phoenix, AZ

Phyllis Thackrah  
Administrative Director of Medical Education  
Maricopa Integrated Health Systems  
Phoenix, AZ



Margie Kleppick,  
President and CEO

## What's New at Partners™ for 2008

Dear Clients & Colleagues:

Just like spring brings so much newness and change in nature and in GME, there is always something new at Partners™.

From preparing clients for requirement changes to designing and updating

Telecourses to creating new services to hiring more consultants and staff to grow with the needs of our clients, it's an exciting time. Although you may have previously received Partners™ Pulse as an email with pertinent GME information, this issue is a print newsletter, highlighting in more detail some of these exciting developments and news you need.

As an FYI, Kay Henderson's Top 10 article below can only be found in this newsletter so feel free to share with staff and colleagues who need to address the program review with more gusto.

Also, I've started a new, as-needed column called Margie's Mailbox. After 25 years in GME, I've heard just about all the cries for help (literally), emails in desperation and questions for clarification. I chose one that comes up frequently to give you some points to ponder.

Lastly, I'm so very excited at the popularity of our Partners™ Passport. We are celebrating its one-year anniversary with a special offer. Learn more on the back page. As always, we are here for you. If you have questions, need resources, or want more information on anything Partners™ provides, do not hesitate to contact our team.

All my best,

*Margie Kleppick*

TOP  
10

## TIPS for Program Evaluation and Improvement

*"Faculty and residents do not meet formally to annually evaluate the program goals and objectives and assess program effectiveness."*

Look familiar? This is a paraphrased version of a frequent ACGME program citation. We find it is often due to lack of understanding of the requirement, rather than lack of willingness or ability to comply. To meet the ACGME program evaluation and improvement requirements (AKA Annual Program Review), and enhance your educational efforts, review the following tips and determine which you can, and will, implement this time around.

**TIP 1: Know the requirements.** Refer to the Common Program Requirements and your specialty-specific requirements: "Evaluation – Program."

**TIP 2: Commit to "annual."** The focus is on the effectiveness of an entire academic year's curriculum. Monthly or quarterly assessments, even involving the same data and participants, cannot adequately consider the cumulative impact, and will not meet the requirement.

**TIP 3: Pick a date!** Establish a standard date each year to conduct the evaluation. Make it a recognized annual event.

**TIP 4: Create a well-rounded team.** The representative faculty and residents should reflect a variety of opinions. Make the "chronic complainers" part of the solution.

**TIP 5: Prepare well in advance.** Compilation of data and completion of required

questionnaires take time to display in a usable format.

**TIP 6: Make your data accurate and representative.** Use existing data and establish your own indicators within the parameters required by ACGME.

**TIP 7: Take a 30,000-foot view.** Establish short-term and long-term objectives, and implement tools to track your success from year-to-year.

**TIP 8: Use the process as a learning activity in PDSA.** Formal performance improvement methodology can become "second nature" once understood.

**TIP 9: Utilize your GMEC effectively.**

The GMEC has a role in assisting programs in refining the process, and in using the results for fulfilling GMEC's oversight responsibilities.

**TIP 10: Engage and make it fun!** Challenge your teams with assigned problems to solve. Charge the program to use the data to generate hypotheses for resolution. Then, debate which ones warrant PDSA application. Creating a participatory format, rather than "one more meeting," can make it engaging and fun.

*Want more ideas and practical tools to make this all possible? Join*

*us for two hours in June when we will launch our newest Partners™ Telecourse to explore the "Annual Program Review."*

*Written by: Catherine Henderson, Dr.PH, FACHE  
Learn more about Dr. Henderson at [www.PartnersInMedEd.com](http://www.PartnersInMedEd.com)*



## NEW Telecourse!

Annual Program  
Review

Tuesdays, June 3 & 10  
12 Noon Eastern Time

Early Bird Expires  
May 20, 2008

Sign-Up Today!

[www.PartnersInMedEd.com](http://www.PartnersInMedEd.com)

Celebrate the  
one-year anniversary  
of the Partners™

## TELECOURSE PASSPORT

Don't miss a single  
Telecourse.  
See back  
for Special Offer.



**BJ Couch**  
Vice President & COO

## What Does Partners™ Do?

That's a really good question and one that we answer daily on the phone and by email when GME professionals have been referred or hear of Partners™ and want to find out how we can help them.

The world of GME is so diverse and changing that it is important for our consulting team to offer professionals who are "lifelong learners" and continually stay on top of the changes to maintain the level of excellence our clients have come to expect. They know that they will receive a customized solution for every project, every time.

Partners in Medical Education, Inc. works with all sizes of teaching hospitals, universities and consortia in all 50 states. We work primarily in three areas – ACGME Accreditation consulting, GME Operations consulting and Professional Development & Education for GME professionals.

Simply put, we help start, enhance, or turn around GME programs at the institutional and program levels for every specialty and subspecialty ACGME accredits, as well as the AOA, the ADA and any dually accredited programs.

At Partners™, it is my job to ensure that the services that we provide and the team who manages the needs of our clients are responsive and that our services help to bring them excellent outcomes. Since 1994, we have served hundreds of clients, helping many to save their programs, enhance their accreditation status and just manage the everyday expectations that come with teaching and overseeing resident education.

The handy services overview card below will give you an outline of the types of services that we provide.

Please let my team or me know how we can "roll up our sleeves" and help you. I can be reached personally at [BJ@PartnersInMedEd.com](mailto:BJ@PartnersInMedEd.com) or 724-864-7320.

## Ask Partners™! Recap

*Did you miss "Ask Partners™!" our Spring Warm-Up Freebie? Our free "Ask Partners™!" Telecourse was so popular that we had to schedule a second, command performance. The one-hour session gave over 50 participants the opportunity to get real-world guidance on the most salient information from the ACGME conference as well as tips on how to apply what was learned. In fact, one participant said that she had "several 'ah ha' moments that she needs to take action on!!"*

*Here's a super-quick recap of 4 key takeaways...*

1. There are important changes in terminology that affect how you complete the online form for your Common PIF. If you don't know the new terminology, you won't know which choice to make for your answers.
  - a. What we used to call "end of rotation evaluations" are now referred to as "global assessment."
  - b. What we called "360° evaluations" is now referred to as "multisource assessment."
2. There is an unwritten rule that became crystal clear during the Mock IRC session at ACGME. A citation for duty hours violations will shorten your accreditation cycle length by one year. And, supervision and Internal Review citations will also shorten your cycle length, but the quantity is not as concrete now as with duty hours.
3. The new IRD has questions that now require you to choose "yes" or "no." There is no "maybe" answer available. If you cannot answer with an absolute "yes," you must answer "no" and give a detailed explanation.
4. The core Internal Medicine requirements are being revised. The proposed revision was posted on the ACGME website for review and comment and is expected to go to the September ACGME meeting for approval. If approved, they will go into effect 7/1/09. Check [www.acgme.org](http://www.acgme.org) for details and start to prepare now! All Internal Medicine subspecialty requirements are expected to be revised and go into effect by 2010.

## PARTNERS™ SERVICES OVERVIEW

*Looking for GME help? Here is a sampling of our services.*

### ACCREDITATION ISSUES

- Internal Review Documents (IRD) & Mock Site Visits
- Program Information Forms (PIF) & Mock Site Visits
- Internal Review Process
- Annual Program Reviews
- General Competencies
- Policy & Procedure Development
- New Program Development

### GME OPERATIONAL ISSUES

- GME Office Operations
- GMEC Development
- Recruiting for Key GME Positions
- Faculty & Resident Rotation Contracts

- Affiliation Agreements & Program Letters of Agreement
- GME Budgeting & Expense Monitoring

### PROFESSIONAL DEVELOPMENT SERVICES

- Partners™ Telecourses & Passports "Seminars by Phone"
- On-Site Educational Sessions
- "Roll Up Your Sleeves" Faculty Development Retreats

To learn more about these services, contact your consultant or your Client Liaison at 724-864-7320. Download more...

*"Why Work with Partners™" pdf*  
*"Partners™ Overview Bio" pdf*  
[www.PartnersInMedEd.com](http://www.PartnersInMedEd.com)

*Just imagine what else you missed? Be sure to mark your calendars for our next FREE Telecourse, "Ask Partners™!" Fall Freebie, slated for Tuesday, October 28, 2008.*

## Announcing Partners™ Preferred Services for Clients Only

They say that membership has privileges and so does being a Partners™ consulting client. Now, clients have exclusive access to **2 new services** as well as several free benefits.



**Partners™ OnCall**  
**Expert GME help...when YOU need it!** Many clients like to have their consultants available to them without having to draw up a new Letter of Agreement for each and every project. Some like to involve their consultant in smaller, but no less important, calls, tasks and decisions.

Partners™ OnCall is a prepaid service giving you blocks of time that you can utilize in as small as one-hour increments. You decide how you want to use the time and we send you itemized reports each month, showing how you have used your time and what balance is available. Plus, your block of time never expires!



## Partners™ OnSite Annual Accreditation Maintenance Service

This new service grew out of the request from clients to help them keep the momentum going after we complete a project with them. Partners™ OnSite ensures ongoing progress on your most important goals by putting in motion a three-part service, including an annual visit to your institution, a pre-visit assessment and planning call, and a follow-up progress and "next steps" report.

Together with your consultant, you decide what is most pressing that you want to utilize the visit to accomplish. Use it to conduct your Annual Program Review, revise policies, or update curriculum... you decide!

**Web Site Accreditation Acknowledgement** – Share your successes with the GME world! Keep us in the loop on your accreditation decisions and have your good news posted,

*If you have a pressing question that you would like Margie to answer, please email your question to [info@PartnersInMedEd.com](mailto:info@PartnersInMedEd.com).*



Dear Margie:

*We are working on our IRD and I am unclear what all I should include in Attachment 1. Do you have any advice?*

*Sincerely,  
DIO in Detroit*

Dear DIO:

Knowing what to include can be confusing. Here's my suggestion. Even though the instructions state that you should list "citations," I recommend that you add all of the items that are in your accreditation letters that are concerns or areas needing improvement.

This will give you a complete picture of all areas needing improvement and will provide you with a mechanism for oversight and monitoring. Site visitors have complimented several of my institutional clients who have taken this approach.

The second suggestion that I have is related to tracking these kinds of issues. Once you have completed Attachment 1 you may want to develop a grid listing all of the programs and all of the citations or concerns with your action plan for each issue. Also, you should add a column to show follow-up dates, indicating the name of the person(s) responsible for the action needed. This grid can be reviewed and updated at each GMEC meeting or more frequently, if appropriate.

Lastly, I would recommend that you develop a similar grid for each of your internal reviews and track the progress on the program's actions for each of the internal review recommendations.

Both grids will help with oversight of all your GME programs and will be a resource for you and your GMEC when preparing future PIFs and IRDs.

Good luck!

*Margie Kleppick*

Margie Kleppick

with your permission, on our website home page. Postings stay up anywhere from two weeks to one month.

**GME Calendar Year Giving** – Partners™ Consulting Clients and their GME staffs receive special gifts at stressful and celebratory times of the year. Last summer, clients received a handy pedometer and this past March, clients received a March Match Good Luck memento. Enjoy!

**Personalized "Thank You" Gifts & Partners™ "Gifts of the Year"** – Special gifts for special clients...it's our small way of saying "thank you" for your loyalty and trust.

*If you are not getting the most from your client status, contact your Client Liaison, Amy Berkowitz, at 724-864-7320 or via email at [Amy@PartnersInMedEd.com](mailto:Amy@PartnersInMedEd.com).*



INSIDE

Top 10 Tips for  
Program Evaluation  
& Improvement

Ask Partners™! Recap

Margie's Mailbox

Special Offer!  
Telecourse Passport  
Celebrates One Year

[www.PartnersInMedEd.com](http://www.PartnersInMedEd.com)

## 2008 Partners™ Telecourse Schedule

May–December

**Thursdays, May 22 & 29**  
Noon – 1pm ET  
What Is GME? An Orientation for New and  
Returning Program Administrators & GME Staff

*"I have been in GME for about eight months. The information that I received during this course was great. I now have a greater understanding of what I'm doing and why."*

Evalina Jacobo  
Texas Tech University / Ob-Gyn  
Odessa, TX

**Tuesdays, June 3 & 10**  
Noon – 1pm ET  
Annual Program Review

NEW

**Thursdays, June 19 & 26**  
Noon – 1pm ET  
The Internal Review Process

BY POPULAR  
DEMAND

**Thursdays, July 17, 24, 31, / Aug. 7, 14, 21**  
Noon – 1pm ET  
Step-by-Step: How to Complete the New IRD

UPDATED

*This is a must-program for preparation of the IRD... whether you are an expert or a novice to the IRD process. Partners™ know their stuff!"*

Judith K.

**Tuesdays, September 9, 16, 23, 30, / Oct. 7**  
Noon – 1pm ET  
How to Complete the PIF and  
Prepare for the Site Visit

UPDATED

*"This was my first Telecourse. There was an enormous wealth of information. I have a better knowledge now as to what to expect the day of the site visit! Everyone at Partners™ was so nice and helpful, always professional and courteous to your needs. Thank you!"*

Amy Leininger  
Radiology Residency Program Coordinator  
Penn State University,  
Milton S. Hershey Medical Center  
Hershey, PA

**Thursdays, October 16 & 23**  
Noon – 1pm ET  
You Asked for It!

NEW

Portfolios as an Evaluation Tool  
*Selected by votes from our Telecourse Passport customers*

**Tuesday, October 28**  
Noon – 1pm ET  
Ask Partners™! Fall Freebie

FREE

*"I liked all the tips and "insider" points the instructor gave us."*

Sheila Schiel  
Executive Director, Hawaii Residency Program  
Hawaii Residency Program, Inc.  
Honolulu, HI

**Thursdays, November 6 & 13**  
Noon – 1pm ET  
Institutional Mid-Cycle Review

NEW

**Fridays, December 5 & 12**  
11:00 am – Noon ET  
The Role of the DIO

NEW

**Come Aboard...  
to Affordable,  
Expert GME  
Education.**



Take just 5 minutes  
to activate your  
Partners™ Telecourse  
Passport today!  
[www.PartnersInMedEd.com](http://www.PartnersInMedEd.com)

### SPECIAL OFFER...

- Activate your Passport by 6/15/08 and choose your offer.
- New Individual Passports receive "Baker's Dozen" –13 sessions – for price of 12.
- New Institutional Passports receive 1 gig. leather USB key.