



Oh, no – I'm having a site visit...what now...
or
How to prepare and put your best foot forward!

UT Southwestern
Medical Center
Department of Radiology

AUR Program Director Bootcamp

Cathy Nace, MD, VP Field Activities, ACGME
Karuna Raj, MD, Program Director, Diagnostic Radiology,
UT Southwestern

The Happiest Place on Earth...



Accreditation Council for
Graduate Medical
Education

11/8/2021



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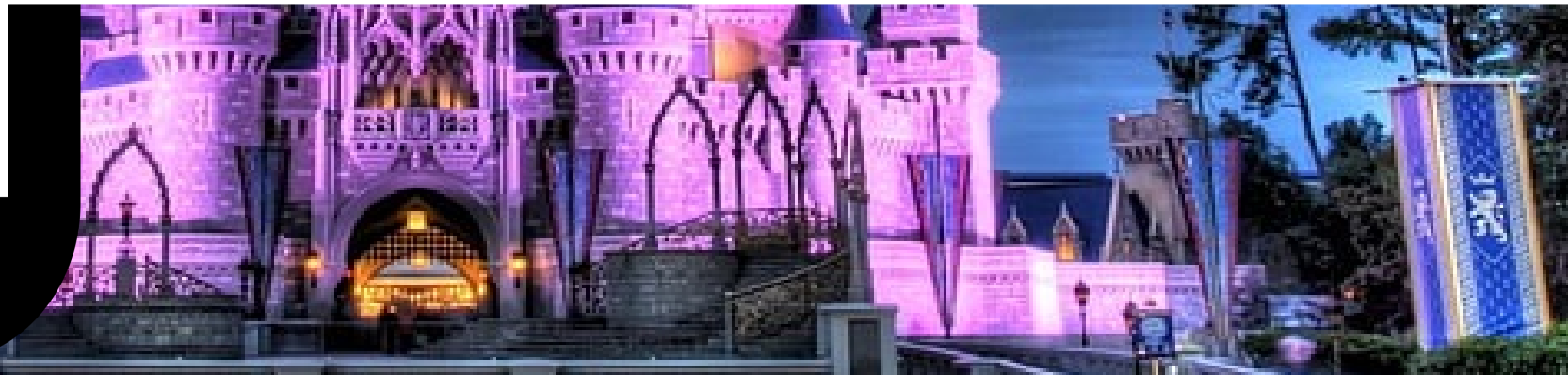
Karuna Raj, MD
Assistant Professor, Neuroradiology and Associate Program Director, Radiology-
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University of Texas Southwestern Medical Center
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The Review Committee determined that a full site visit of the program must be conducted before an accreditation decision can be made. Details regarding the site visit schedule will be provided by the Department of Field Activities.

At the time of the site visit, the program should be prepared to discuss the results of the most recent Resident Survey.

A handwritten signature in black ink, appearing to read 'FDavis'.

Felicia Davis, MHA
Executive Director
Review Committee for Radiology
312.755.5006
fdavis@acgme.org





Agenda

- Site visit process
- Preparation for a site visit
- Site visit day
- Key challenges and tips for success



Types of Program Site Visits



Application



Initial Accreditation



Continued Accreditation

After the review of annual data (Data-prompted)

Future: periodic site visit for programs (TBD)



Probationary Accreditation



Complaints



Other requests made by the Review Committee



How is a site visit scheduled

STEP 1 >

STEP 2 >

STEP 3 >

STEP 4 >

- Request from the Review Committee
 - via ADS
- “Blackout date” email
- Site visit announcement letter (SVA)
 - Remote and in-person site visits
- Letter of Instruction (LOI)

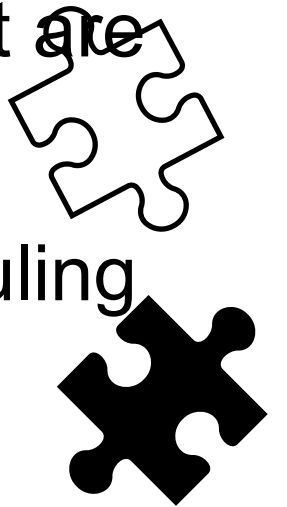


What Are Blackout Dates?



Blackout dates are considered those dates when the required participants for a Sponsoring Institution or program site visit are not available for to participate in an accreditation site visit.

These site visit blackout dates will be avoided when scheduling the program's site visit.



Examples of Blackout Dates

- Vacations, local, religious, or cultural holidays, spring break.
- Planned absences such as medical leave for required participants.
- Critical Sponsoring Institution or program activities, such as retreats, Board meetings, or organizational training sessions.
- In-service examination dates.
- Specialty and subspecialty related educational activities, such as annual conferences, or board examinations.
- Other possible related activities, such as the NRMP and SOAP, program graduation, orientation or on-boarding conflicts.

**** This is especially important information for your program coordinator (PC)



Site Visit Announcement Letter

- Date of the site visit
- Format (in-person or remote)
- Name/contact information of assigned Field Representative(s)
 - Accept the date within two business days
 - May be one or two Field Representatives
- Instructions
 - Update information in ADS
 - Upload specific documents in ADS
 - **Deadlines** for updates/uploads
 - Contact information for Field Activities staff for questions



Remote Site Visits

- Zoom is preferred
- Links/invites sent by Field Rep (may be by PC)
- Quiet, private, individual location for each participant
- May have optional pre-SV technology check-in

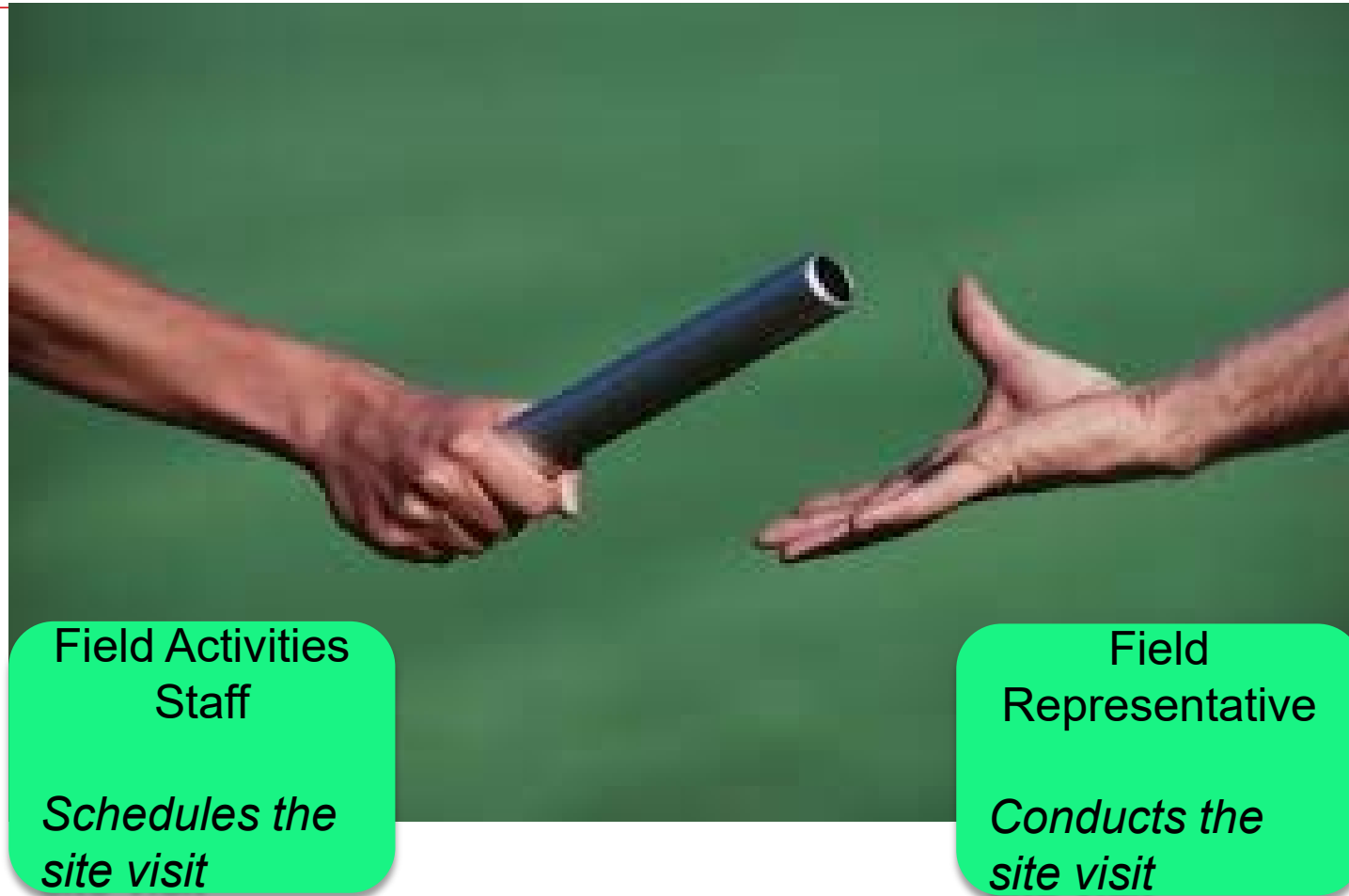


In-Person Site Visits

- Logistics for the site visit
 - Directions to the meeting room
 - Consider meeting at the front door
- Arrange area for interviewees to wait, away from meeting room
- Any refreshments should be outside of the room



Handoff to the Field Representative



ACGME Accreditation Field Representatives



Field Representatives

Who are they?

ACGME
Employees
(38)

Extensive GME
Experience
(PD, DIO, IC/PC)

MDs, DOs, PhDs,
EdDs
(27 MD, 3 DO, 7
PhD, 1 EdD)

Live all over the
USA
(ME -> FL, TX-
>WI, NM->CA)

Various Specialty
Backgrounds
(IM, Ped, SG, FM,
OG,EM, IV Rad)

Most are part-time



Field Representatives

What is their role?

Collect and aggregate relevant data through the site visit – interviews and review of information in ADS

Provide a narrative, factual, objective site visit report used by committee teams to make accreditation decisions

Verify and clarify information in ADS

Address all relevant requirements

Field Representatives do not speak for RCs, do not make any decisions, or give citations



Letter of Instruction

- Confirmation of date and site visit logistics
- Site visit schedule
- List from residents/fellows of program strengths/areas for improvement
- List of faculty of program strengths/areas for improvement
- Additional documents may be requested
- Deadlines for submission of schedule and “lists”
- Please reply acknowledging receipt of this letter



Typical Site Visit Schedule

- Program Director and Program Coordinator(s)
- Peer-selected residents/fellows
- Faculty members
- Department Chair (or designee)
- DIO (or designee)
- Document review (optional)
- Others – depending on the nature of the site visit
- Concluding meeting



Preparation for the Site Visit – *Start Early!*



Re-read the last letter from the RC



Re-read the Site Visit Announcement letter



Re-read the Letter of Instruction



Read the requirements!



Consult with DIO/DME



Plan

Protect time



Preparation for the Site Visit (cont)

Keep deadlines in mind

- ADS Site Visit Update (2 weeks before site visit)
- Other documents requested by Field Representative to be uploaded
- List of Strengths/Areas for Improvement from faculty and residents/fellows
- Other logistic information for in person or remote

Create a To-Do list and a timeline

Attestation statement



Preparation for the Site Visit (cont)



Educate the Team – meet with residents/fellows and faculty

Indicate significance, but don't instill fear or suggest potential closure

Encourage honesty, truthfulness, professionalism (no "coaching")



Talk with others who have had site visits



Site Visit ADS updates

Different from Annual Update

Different from document uploads for the site visit



Pay attention to....

- Consistency within the documents
 - Block diagram (too “busy”, absent key, sites do not match)
- Compliance with requirements (policies, evaluations)
- Rosters of faculty and residents, PD CV
- Response to citations
- Major changes
- Faculty scholarly activity (wide range of activities)
- Accuracy/typos



Communicate with Field Representative(s)

- Email is best



- Review the letter from the Field Representative
- Check for any additional documents requested
- Don't hesitate to contact your Field Representative if you have questions



Communicate with Field Representative(s) (cont)

- Minor modifications of the schedule, questions about participants
- Send schedule with list of participants (with titles)
- Remote: email addresses, cell phone numbers

- Zoom: Private location, beepers off, professionalism during the session
- In-person: building address, parking instructions

one)	Session Title	Field Representative (Interviewer)	Name of Interviewee	Degree	Title/Role
X	PD Interview				Program Director Assoc. Program Director Program Coordinator
X		Break			
X	Document Review				Program Coordinator
X		Break			
X	Faculty Interviews				Faculty Member
X		Break			
X	Dept Chair Interview				
X		Break			
X	DIO Interview				
X		Break/Preparation for Concluding Meeting			
X	Concluding Meeting				Program Director Assoc. Program Director Program Coordinator
entative	Cell Phone				
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Day of the Site Visit

- Make sure everyone is prepared and on time
- Have ADS and resident management system open and available to share screen if needed
- Be flexible if the schedule changes – make sure everyone is aware ahead of time
- Expect the unexpected



Day of the Site Visit (cont)

- Be honest
- Remember that Field Representatives
 - Do not give citations
 - Do not speak for the RC
 - Do not make decisions
 - Do not know when your program will be reviewed
- Consider the site visit a good thing
- Stay calm!!

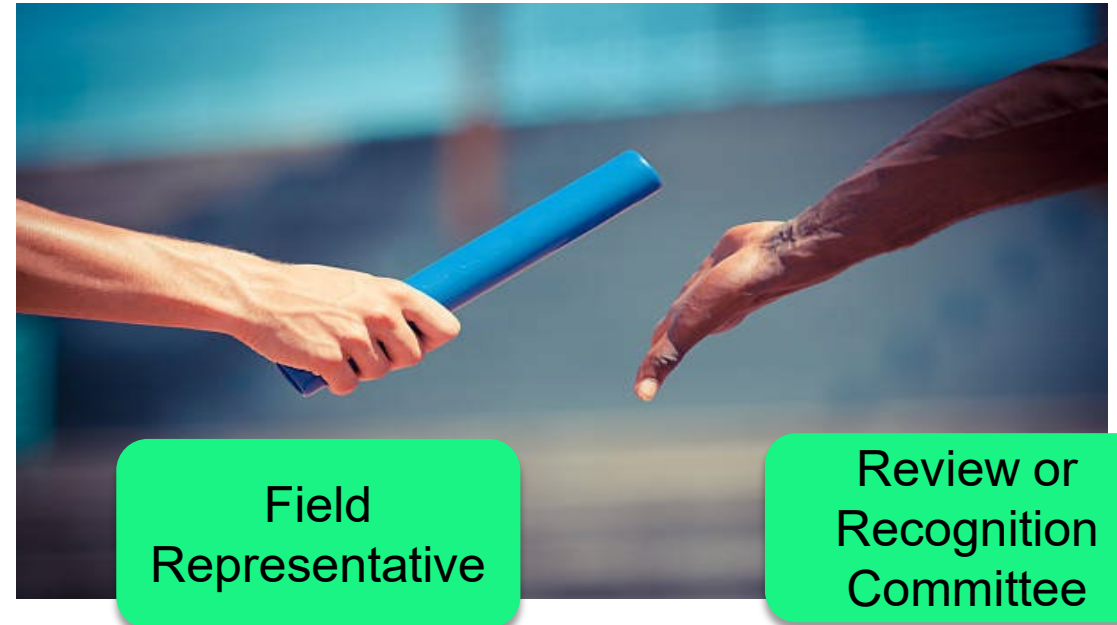
A decorative image featuring a sunset or sunrise background with silhouettes of plants. The text "take a deep breath" is written in a white, cursive font across the center.

*take a
deep breath*

After the site visit



- Field Representative prepares the site visit report
 - Based on requirements
 - FR may contact post visit for clarification
- Site visit report is uploaded into ADS
- Report to Review Committee



After the “handoff” to the RC

- Field representative has completed their responsibilities
- Associated RC has access to the site visit report
- Program is placed in queue for meeting agenda
- Email from the RC after the meeting
- Letter of Notification from RC sent within 60 days after the meeting



Characteristics of Effective Program Site Visits

- Program Director and Program Coordinator work closely
- Good communication between the Field Representative and the PD and PC
- Well-written and proofed documents in ADS
- Instructions followed in notification and Field Representative letters
 - All documents submitted/uploaded on time
- Logistics under control
- Information heard in interview sessions is consistent



Tips and Pointers



- Good preparation is critical
 - Make sure ADS data is up to date, no changes after the due date
 - Know what is in the documents
- Be mindful of all due dates
- Check that residents/fellows and faculty have sent lists of program “strengths” and “areas for improvement” to the Field Representative
- Do not change the schedule sent by the Field Representative
- Know the program requirements, your program, and the strengths and AFIs
- PD and PC communication is critical
- Make sure FR has contact information in case of emergency

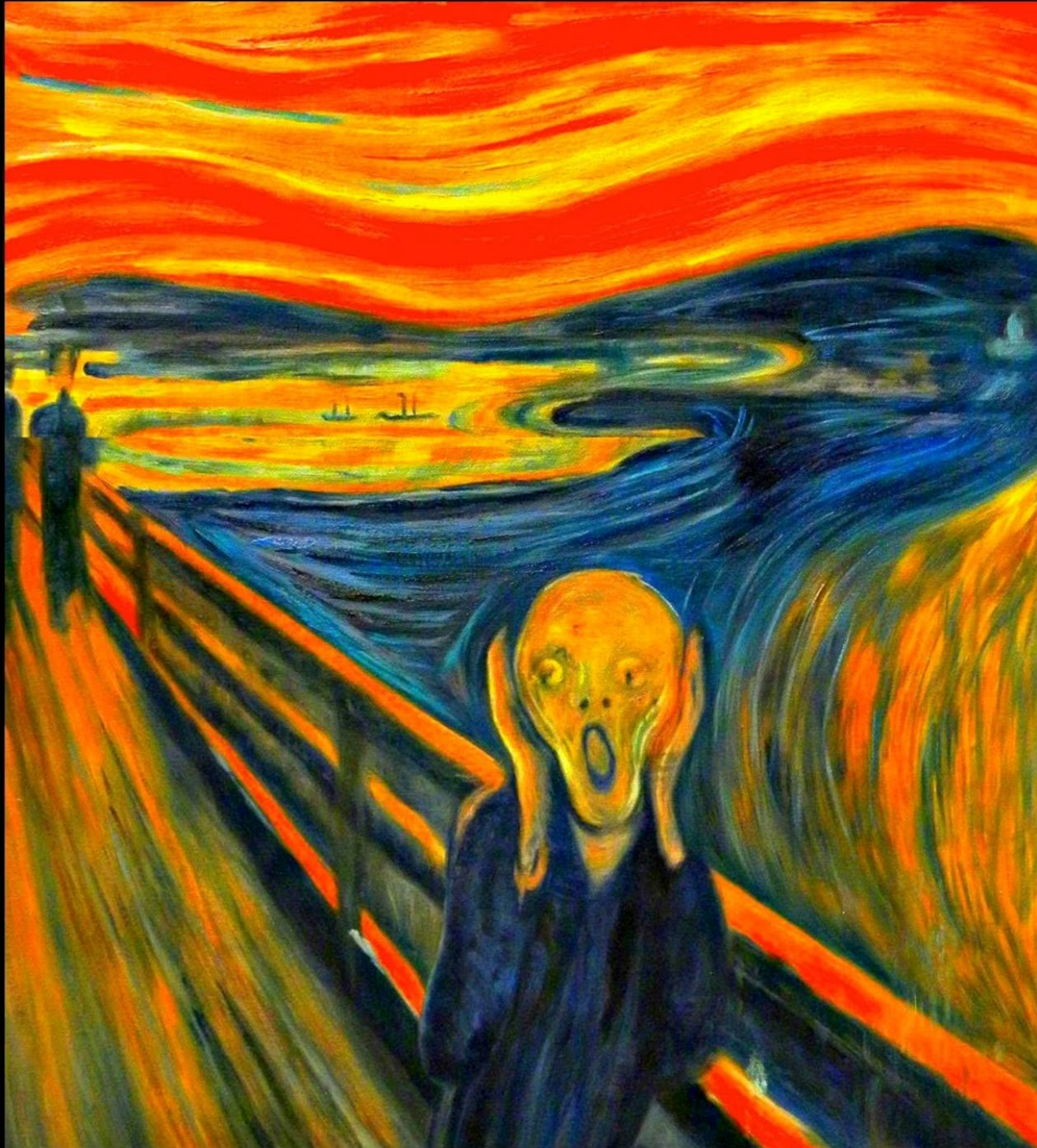


More “Pearls”

- Proofread!! Engage others
- Keep ADS “site visit ready”
- Have documents well-organized
- Be honest
- Expect the unexpected
- Relax – know you are doing a good job and have prepared well



Calm



“

*First, take your
own pulse.*

-The House of God

How do you even begin to prepare...?

A clipboard with a grey clip at the top and a white sheet of paper. The paper contains a checklist with four items, each in a dark blue box with a white checkmark.

- ✓ Review Program Requirements
- ✓ Assemble Your Team
- ✓ Organize Required Documents
- ✓ Meet With All Participants

Review Common Program Requirements

There are many activities that programs can implement now to assess and support physician well-being. These include the distribution and analysis of culture of safety surveys, ensuring the availability of counseling services, and paying attention to the safety of the entire health care team.

VI.C.1. The responsibility of the program, in partnership with the Sponsoring Institution, to address well-being must include:

VI.C.1.a) efforts to enhance the meaning that each resident finds in the experience of being a physician, including protecting time with patients, minimizing non-physician obligations, providing administrative support, promoting progressive autonomy and flexibility, and enhancing professional relationships; ^(Core)

VI.C.1.b) attention to scheduling, work intensity, and work compression that impacts resident well-being; ^(Core)

VI.C.1.c) evaluating workplace safety data and addressing the safety of residents and faculty members; ^(Core)

Background and Intent: This requirement emphasizes the responsibility shared by the Sponsoring Institution and its programs to gather information and utilize systems that monitor and enhance resident and faculty member safety, including physical safety. Issues to be addressed include, but are not limited to, monitoring of workplace injuries, physical or emotional violence, vehicle collisions, and emotional well-being after adverse events.

VI.C.1.d) policies and programs that encourage optimal resident and faculty member well-being; and, ^(Core)

Background and Intent: Well-being includes having time away from work to engage with family and friends, as well as to attend to personal needs and to one's own health, including adequate rest, healthy diet, and regular exercise.

VI.C.1.d).(1) Residents must be given the opportunity to attend medical, mental health, and dental care appointments, including those scheduled during their working hours. ^(Core)

Background and Intent: The intent of this requirement is to ensure that residents have the opportunity to access medical and dental care, including mental health care, at times that are appropriate to their individual circumstances. Residents must be provided with time away from the program as needed to access care, including appointments scheduled during their working hours.

VI.C.1.e) attention to resident and faculty member burnout, depression, and substance use disorders. The program, in partnership with its Sponsoring Institution, must educate faculty members and residents in identification of the

VI.C.1. The responsibility of the program, in partnership with the Sponsoring Institution, to address well-being must include:

VI.C.1.a)

efforts to enhance the meaning that each resident finds in the experience of being a physician, including protecting time with patients, minimizing non-physician obligations, providing administrative support, promoting progressive autonomy and flexibility, and enhancing professional relationships; ^(Core)

VI.C.1.b)

attention to scheduling, work intensity, and work compression that impacts resident well-being; ^(Core)

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VI.C.1.d).(1)

Residents must be given the opportunity to attend medical, mental health, and dental care appointments, including those scheduled during their working hours. ^(Core)

Assemble Your Team



PD/Associate PDs

Program Coordinators

Chief Residents

DIO/GME Staff

Required Documents (Due 2 weeks before site visit)

Block Diagram

Conference Schedule for the Current Academic Year

PLAs

Work Hour Compliance Data

Goals & Objectives

Quality Improvement Projects

Program Specific Policies

Supervision Policy

Leave Policy

Wellbeing Policy

Clinical & Educational Work Hours Policy

Evaluations

Semi-annual and end-of-year evaluations

Evaluations of residents by faculty










Multi-source evaluations

Self, peer, patient, nurses/techs/other staff

Final evaluation of graduates

Required Documents – Shared OneDrive Folder

... > Administration > ACGME > Site Visit Jan 10, 2022 > **Site Visit Documents**

 Name ▾	Item Child Count ▾	Folder Child Co... ▾	Modified ▾
 1. PLAs	2	0	November 19, 2021
 2. Resident Files	0	5	November 19, 2021
 3. Competency-based G&Os	4	0	December 20, 2021
 4. Conference Schedule AY21-22	2	0	November 19, 2021
 5. Resident eval of faculty	1	0	December 20, 2021
 6. Program-specific policies	2	0	November 19, 2021
 7. Work Hours report	2	0	December 20, 2021
 8. Patient Safety & Quality Improvement	2	0	November 19, 2021

Review and Update All Areas of ADS

Mission & Aims

PD Information

Diversity

Faculty Roster

Overall Evaluation Methods

Faculty Scholarly Activity

Clinical Experience & Education

Resident Roster

Major Changes

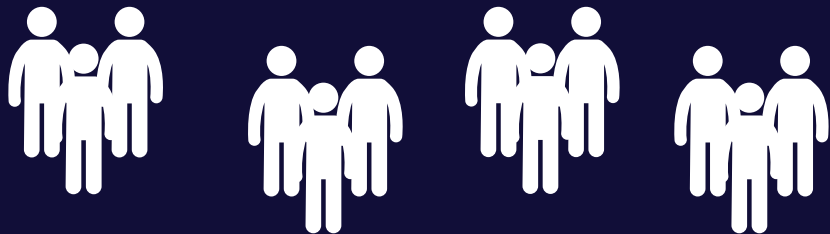
Resident Scholarly Activity

Meet With All Participants

Residents

Peer-selected

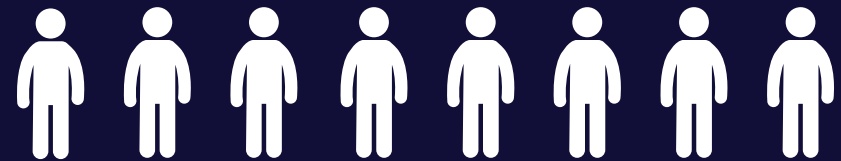
Small groups from each class



Faculty

Selected by the Program Director

Representation across the Department



Meet With All Participants



Provide information about the site visitor, and what to expect on the day of the visit

Review program requirements

Review department/institution policies

Review previous ACGME survey results

Introductory Virtual Meeting

(2 Weeks Prior to the Site Visit)



The Big Day!

Time	Session
7:00 – 8:30 am	PD/PC Interviews
8:30 – 8:40 am	Break
8:40 – 9:20 am	R1 and R2 Interviews
9:20 – 9:30 am	Break
9:30 – 10:20 am	R3 Interviews
10:20 – 10:40 am	Break
10:40 – 11:30 am	R4 Interviews
11:30 – 11:45 am	Break
11:45 am – 12:30 pm	Faculty Interviews
12:30 – 12:45 pm	Break
12:45 – 1:00 pm	Department Chair Interview
1:00 – 1:20 pm	DIO Interview
1:20 – 1:30 pm	Break
1:30 – 1:45 pm	Concluding Meeting w/ PD

The Key to Success is Preparation!

Preparation starts well before you get the site visit notification

Know the ins and outs of your program

Rely on your team



Thank you, and thank you for all you do!

Questions?

Cathy Nace, MD, VP Field Activities: cnace@acgme.org

Karuna Raj, MD: karuna.raj@utsouthwestern.edu

Review site visit information on [ACGME website](#)