Preparing for (and Surviving) a Site Visit

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What should you learn today?
- Who are the Field Staff?
- How we work
- How we conduct a site visit
- What we need from you
- "Helpful Hints"

Who are we?
- 30 Individuals
  - 23 M.D.’s
  - 6 Ph.D.’s
  - 1 D.M.D.
- Lots of experience
  - 2 over twenty years (2500+ sites visits each)
  - 9 over ten years
- Biographies and photos on ACGME Web Site:
  - “Site Visit/Field Staff”
Who we are NOT!

- Specialist Site Visitors
  - In active practice in the specialty being reviewed
- Members of the RRC
- Decision Makers
- Board representatives
- Consultants
- The Enemy

How we work

- Contact the Program Director to set up the schedule
- Study the specialty’s Program Requirements
- Study the PIF or IRD
- Travel to the site
- Conduct the site visit
  - Generally three site visits in a week
- Write the report

The Site Visit Report

- Review of the program’s history
- Responses to previous citations
- Review of institutional issues impacting program
- Verification and clarification of PIF
- Review of the ACGME Resident Survey
- Specialty-specific issues
What does not go into the report

- Site Visitor’s opinions
- Site Visitor’s biases
- Site Visitor’s judgments
- Single resident’s axe to grind

Getting Ready for the Site Visit

- Letter from Ingrid Philibert (4 months before visit)
  Read it carefully
  Re-read it
  Have a colleague read it

- Contact from Site Visitor (2 months before visit)
  Telephone, letter, or e-mail
  Questions? Call on Friday or e-mail

Preparing the PIF

- Answer questions clearly and briefly
- Correct pagination
- No extra attachments
- No binders or large clips
Preparing the PIF

- Grammar and spelling errors
- Bi-annual or Bi-ennial
- Send PIF to Site Visitor
  14 days before visit
  FedEx or comparable service
  To Site Visitor's address – NOT ACGME office
  Don’t ask for signed receipt
  Detailed map to hospital, parking, and conference room
  Schedule for the day

The Eleventh Commandment:

Thou shalt not change the PIF in any way after the copy has been sent to the Site Visitor

Getting Ready for the Visit
(Part II)

- Reserve a conference room
- All interviews (including Department Chair and DIO)
- Large table
- Coffee and water
- Organization of documents
### A Sample Site Visit Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-9:30 AM</td>
<td>Meet with Program Director</td>
</tr>
<tr>
<td>9:30-9:45 AM</td>
<td>Meet with Department Chair</td>
</tr>
<tr>
<td>9:45-10:15 AM</td>
<td>Meet with DIO</td>
</tr>
<tr>
<td>10:15-11:15 AM</td>
<td>Meet with other core faculty</td>
</tr>
<tr>
<td>11:15-12:00 PM</td>
<td>Tour of training facilities</td>
</tr>
<tr>
<td>12:00-1:30 PM</td>
<td>Lunch meeting with residents</td>
</tr>
<tr>
<td>1:30-2:00 PM</td>
<td>Meet with Program Director</td>
</tr>
</tbody>
</table>

### Lunch Meeting

- May be with residents or faculty
- Private room
- Not the cafeteria line
- Keep the menu simple
  - Sandwiches
  - Salads
  - Cookies and fruit

### Meeting with Residents

- All residents if fewer than 12
- 10-12 if a large program
- Peer-selected from all levels
- Beepers and cell phones turned off
Hospital Tour

- On-call rooms
- Libraries
- Conference facilities
- Research laboratories
- Clinics
- In-patient units (for some specialties)

After the Site Visit

- Heave a sigh of relief
- Send your program coordinator
  - A dozen roses
  - A bottle of fine wine
  - Or a gift certificate to a nice restaurant

Follow-up

- You'll be asked to provide an on-line evaluation of the visit and the site visitor. It is not sent to the SV until after his/her report has been filed.
- For problems with site visitors, contact Ingrid Philibert.
You Have Questions?

- About the PIF technical aspects
  - ACGME Web Site: [www.acgme.org](http://www.acgme.org)
  - helpdesk@acgme.org or 312-755-7464
- About PIF content
  - Call the RRC staff
- About the site visit
  - Call the Site Visitor