



Accreditation Council for Graduate Medical Education 

Review Cycle 102: The Site Visit

New Coordinators Pre-Course
 2008 ACGME Annual Educational Conference
 Grapevine, Texas

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Overview:

- The ACGME and the site visit
- Preparing for the site visit
- Practical advice for preparation and the day of the visit
- The Site Visitor's perspective
- A sense of what's to come

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Program and Institutional Overview

- 45% of programs undergo review each year (2,000 of these preceded by a site visit)
- 3.6 year average between reviews
- 5,500 citations annually
- 12,000 residents interviewed annually as part of the site visit





Program and Institutional Overview (cont.)

- ❑ 2004 to 2006, ACGME surveyed all residents/fellows in accredited programs
- ❑ 2007 new resident survey format, programs are surveyed every two years
- ❑ Programs with fewer than four residents are exempted (Site Visitors ask the survey questions during the site visit)
- ❑ 10 million procedures in the ACGME procedure logs




Site Visit Notification

- ❑ 110-120 days before the visit electronic communication will be sent to the Program Director, announcing the site visit date, Site Visitor assigned and their contact information
- ❑ A copy of this communication will also be sent to the DIO
- ❑ The full, hard copy announcement letter will arrive via US MAIL



Requests for Changes in the Site Visit Date or the Site Visitor

1. Program staff should contact Field Activities staff within 14 days of receiving the site visit notification blast email
2. Date change policy seeks to be fair to all programs
3. First seek stand-in or work it out within the week or sequence
4. For dependent subspecialties, date changes are coordinated by the office of the core program director
5. Call Ingrid Philibert if you think the Site Visitor may have a conflict of interest
6. Late requests, DIO approval a must, fee may be assessed


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Requests for Changes in the Site Visit Date


Contact Jim Cichon or Penny Iverson Lawrence within 14 days of date of letter at:

312.755.5015 or jcichon@acgme.org
 312.755.5014 or pil@acgme.org 📠


Please do not contact the Site Visitor, RC Staff, or RC Chair

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Helpful Hints!



- Send PIF and other requests on time
 - 14 days in advance of the visit
 - Not via e-mail or fax
 - To Site Visitors address, not the ACGME
 - Follow Site Visitor's requests, e.g. "send PIF via FedEx"
- Reserve one room for the entire day
- Provide the Site Visitor with a detailed map to hospital, parking, and room
- Typed schedule with names and titles of those the Site Visitor will be meeting with

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Additional Hints....

- Have assistants available
- Have requested documentation available
- Resident's participation
 - Must be peer selected or all depending on program size
 - No beepers if at all possible
 - No post residency chiefs
 - Not "prepared" to answer question – Site Visitor can tell



PIF Hints

❑ Filling Out the PIF

- Answer questions clearly, briefly, directly
- Paginated correctly
- No extra attachments
- No binders, staples, or large clips
- Check for grammar and spelling errors



Additional PIF Hints...

- ❑ Ask several people to read the PIF and help you fix internal inconsistencies
- ❑ Common inconsistencies Site Visitors have seen:
 - # residents in the program
 - Block diagrams
 - # months on rotation vs narrative
 - # procedures/resident vs program totals
 - Faculty lists and CV's
 - Narrative should agree with data/blocks
 - Be direct and to the point when answering questions!



What Happens on the Visit Day? The Site Visitor Will...

- ❑ Explain the survey process to PD, residents, & others
- ❑ Clarify, confirm, verify, and sometimes help correct PIF - it needs to be accurate!
- ❑ Meet with:
 - Program Director, residents, faculty, administrators
- ❑ At times: Tour areas of the facilities



Who Are the Field Staff?

Made up of....


- 30 individuals
- 6 PhDs, 23 MDs, 1 DMD
- Significant years of experience (most senior 21 years, 7 more with 10 or more years, 6 more with over 5 years)
- All are employed by the ACGME

Field Staff- Past (1982)




2007 Field Staff- Present





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Day in the Life... Of a Site Visitor

- Contact program to set up the day's agenda
- Reviews program requirements/PIF (note areas for clarification or correction)
- Travel to your city and conduct the visit
- Write and submit the report
- Contact next set of programs
- Review for next programs (2-3 a week)




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What Goes Into the Site Visit Report?

- Review of program history
- Review of previous citations & actions taken to correct them
- Review of institutional issues/citations
- Clarification/verification of the PIF (based on interviews with faculty, residents, program director and others)
- Clarification of resident complaints if any have been submitted to the ACGME Complaint Officer
- Clarification of residents' response to ACGME survey


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Another Take on the Competencies Professionalism: Ours

- ACGME Expectations for the Site Visit
 - Conducted in accord with established policies
 - Provide accurate, meaningful data
 - Verify/clarify information in the PIF
 - Address all relevant aspects of the program
 - Contain no recommendation for RRC action
 - Are educational and non-adversarial
 - Inform RRC accreditation decisions

Professionalism: Yours

- Continuously demonstrated
 - Shows on the day of the visit
- PIF accurately reflects the program
 - No embellishing - Site Visitors can tell
- Don't ask, "How did we do?"
 - Site visitor cannot answer, he/she is not the decision-maker
- Don't "prepare" your residents before the visit
 - Site visitors find out
- Don't grill them after the visit

Feedback, We Depend on it

- Feedback critical to improving ACGME field staff performance
- Feedback is collected via on-line survey
- Surveys are aggregated, comments are scanned and, if warranted, receive phone follow-up
- If the experience with the Site Visitor did not go well or was wonderful please let the Department of Field Activities know

Despite Best Intentions, There are Times When Things Just Go Wrong!

- Have staff available for:
 - Last-minute corrections
 - Additional information needed
 - Calling faculty, residents, others in case of schedule changes, delays
- Be flexible
- Stay calm



After the Site Visit

- Congratulate yourself and your entire team!