ACGME Clinical Learning Environment Review (CLER) Visit
Anticipated Questions for Program Directors and Faculty

Patient Safety

Do you know the University of Colorado Hospital’s priorities in patient safety?

What percentage of residents/fellows do you believe have reported a patient safety event using the hospital’s reporting system?

In what way do you believe residents/fellows report a patient safety event:

- Residents/fellows report the event themselves?
- Residents/fellows rely on a physician supervisor to submit the report?
- Residents/fellows rely on a nurse to submit the report?
- Residents/Fellows choose not to submit a report?

Have you had the opportunity to participate in a patient safety investigation, such as an RCA?

Healthcare Quality

Do your residents/fellows have access to data for quality improvement?

Healthcare Disparities

Do you know the hospital’s priorities with regard to healthcare disparities, including use of interpreter services, increasing access for underinsured/uninsured patients, social work and case management services, and pharmacy programs to provide low cost or free medications?

Supervision

Do your residents/fellows know what they are allowed to do with and without direct supervision?

Do you have an objective way of knowing which procedures a particular resident/fellow is allowed to perform with or without direct supervision?

In the past year, have you had to manage an issue of resident/fellow supervision that resulted in a patient safety event?

Are your patients aware of the different roles of residents/fellows and attending physicians?
Transitions in Care

Do you know the hospital’s priorities for improving transitions of care?

Duty Hours, Fatigue Management, and Mitigation

Have you received education on fatigue management and mitigation?

What do you expect your residents/fellows would do if they were maximally fatigued and two hours from the end of their shift?

- Simply power through to sign-off?
- Notify a supervisor and expect to be taken off duty?
- Approach another resident and hope they would take over their responsibilities?
- Report their tiredness to a supervisor and expect to be asked to stay until the end of the shift?
- Take some other action?

Do you believe your residents/fellows are reporting their moonlighting time accurately?

Can you recall any patient safety events related to resident fatigue?

Professionalism

Do the residency programs at University of Colorado Hospital assist residents/fellows with exam prep by sharing in-training or board exam questions that are not available in the public domain?

How would you expect a resident/fellow to advise a colleague who has been mistreated by an attending physician?

How do you expect a resident/fellow would proceed if the mistreatment continued, and the resident/fellow or their colleague felt that the GME chain of command failed to resolve the issues? Resident would:

- Advise colleague to contact the Human Resources Department or the Equal Employment Opportunity Commission?
- Advise colleague to register concern with the ACGME?
- Advise colleague to submit an incident report?
- Advise colleague to call the hospital’s anonymous hotline?
- Advise colleague something else?