ACGME Clinical Learning Environment Review (CLER) Visit
Anticipated Questions for Residents & Fellows

Patient Safety
Do you know the University of Colorado Hospital’s priorities in patient safety?
Have you received formal education or training in patient safety?
Do you believe the hospital provides a safe, non-punitive environment for reporting errors, near misses, and unsafe conditions?
Have you experienced an adverse event or near miss at the University of Colorado Hospital?
In what way have you reported a patient safety event:
• reported the event yourself
• relied on a physician supervisor to submit the report
• relied on a nurse to submit the report
• chose not to submit a report
Have you received feedback after submitting a patient safety event?
Have you had the opportunity to participate in a patient safety investigation, such as an RCA?

Healthcare Quality
Are you engaged with the hospital’s leadership in developing and advancing UCH’s quality strategy?
Have you participated in a QI activity directed by the hospital’s administration?
Have you participated in a QI project of your own design or one designed by your program/department?
Was your project in some way linked to the hospital’s goals?
Have you engaged in inter-professional QI teams to work on performance improvement projects?
Do you have access to organized systems for collecting and analyzing data for the purpose of 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?

Transitions in Care
Do you know the hospital’s priorities for improving transitions of care?
Do you use a standardized process for sign-off and transfer of patient care during change of duty?
Do you use written templates of patient information to facilitate the hand-off process?
Do you use standardized processes for transfer of patients between hospital floors and units?
Do you use a standardized process for transfers from inpatient to outpatient care?
**Supervision**

Do you know what you are allowed to do with and without direct supervision?

Have you been placed in a situation or witnessed one of your peers being placed in a situation where you believed there was inadequate supervision?

Do you have an objective way of knowing which procedures a resident/fellow from another service is able to perform a procedure with or without direct supervision?

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

**Duty Hours, Fatigue Management, and Mitigation**

Have you received education on fatigue management and mitigation?

What would you do if you were maximally fatigued and two hours from the end of your 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 your responsibilities
- Report your tiredness to a supervisor and expect to be asked to stay until the end of the shift
- Take some other action

**Professionalism**

Have you received education on various professionalism/ethics topics during your orientation?

Do you receive any program-specific professionalism/ethics topics throughout your residency?

Does the University of Colorado Hospital provide a supportive, non-punitive environment for bringing forward concerns about honesty in reporting?

Is the environment of the University of Colorado Hospital respectful and collegial?

Have you felt pressured to compromise your integrity to satisfy an authority figure?

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 advise a colleague who has been mistreated by an attending physician?

How would you proceed if the mistreatment continued, and you or your colleague felt that the GME chain of command failed to resolve the issues?

- 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