ACGME Clinical Learning Environment Review (CLER) Visit
Quick Facts for Answering CLER Questions

Note: Some UCH intranet links below may not work when accessing externally

1. **Patient Safety**
   - Safety event and near miss reporting options:
     - “Safety Intelligence Submit” link on UCH intranet (SI, formerly known as PSN)
     - Residents report to Chief Residents & Program Directors
     - Professional Risk Management is a key resource
   - Root Case Analysis occurs via M&M conferences & COPIc rotations
   - Residents do online Patient Safety & Quality Improvement educational modules via Institute for Healthcare Improvement (IHI)

2. **Health Care Quality, including Health Care Disparities**
   - Vice Chairs for Quality are appointed in each department
   - UCH supports the Institute for Healthcare Quality, Safety, & Efficiency (IHQSE)
   - Residents participate in departmental & clinical site-wide QI committees
   - Residents are involved in QI projects in every department
   - UCH is the state’s 2nd largest “safety net” provider & serves a large number of underserved patients

3. **Care Transitions**
   - All programs have a Transitions of Care Policy
   - Transfers of patients between services and locations at the clinical site involve interprofessional staff members (e.g. nurses, residents & attendings in other disciplines)
   - UCH Epic contains an electronic, prepopulated sign-off sheet for Transitions of Care
   - UCH Epic also contains transfer summaries & note template order sets
   - All programs assess transition of care via direct observation

4. **Supervision**
   - All programs have Supervision policies/processes, including guidelines for when residents must communicate with the attending
   - UCH Intranet page - Medical Staff Office: Supervision Requirements by yr. and specialty
   - AMION provides 24/7 contact information for all caregivers

5. **Duty Hours/Fatigue Management & Mitigation**
   - All Residents/Fellows log duty hours using MedHub
   - All Residents do modules on Sleep Deprivation & Fatigue & Duty Hours

6. **Professionalism** For resolution of professional issues:

   1. Chain of Command
   - Chief Resident
   - Program Coordinator
   - Program Director
   - Division Chief/Chair

   Confidential Resources External to Your Program:
   2. GME Associate Dean/DIO
   3. Housestaff Association
   4. Office of Professionalism
   5. Professionalism First (online reporting)
   6. Ombuds Office (for professional advice, not intervention)