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*

**A. Patient Safety**
1. Safety event and near miss reporting options:
   - Safety Event Reporting (RL Solutions) [link](#) on UCH intranet and on MedHub homepage for all Residents & Fellows - [RL Solutions Logging Guide Link](#)
   - Residents report to Chief Residents & Program Directors
   - Notify Professional Risk Management at 303-724-RISK
2. Root Cause Analysis occurs via M&M conferences & [COPIC rotations](#) (Colo. liability insurance provider)
3. Residents all do [Patient Safety](#) & [Quality Improvement](#) educational modules via Institute for Healthcare Improvement (IHI) prior to orientation and in the PGY2 year.
4. Interns participate in a “Room of Horrors” Patient Safety Simulation Experience at orientation.
5. GMEC Housestaff Quality & Safety Council was formed in 2015, re-dedicated in 2018. Residents Byron Crowe and Sam Porter (Internal Medicine) are on this Council.
6. [Quality & Safety Academy](#) trains Residents, Fellows, Faculty in quality improvement and patient safety.

**B. Health Care Quality, including Health Care Disparities**
1. Residents and fellows are involved in [QI projects in every department](#), and earn bonuses.
2. 2 Resident teams were awarded Clinical Effectiveness and Patient Safety Small (CEPS) Grants in 2018.
3. [Vice Chairs for Quality](#) are appointed in each department who work with residents on QI/PS projects.
4. UCH, CHCO & CUSOM, CUSON support the [Institute for Healthcare Quality, Safety, & Efficiency (IHQSE)](#)
5. Residents participate in departmental & clinical site-wide [QI committees](#).
6. CU SOM supports the [Dawn Clinic](#) to care for the underserved.

**C. Care Transitions**
1. All programs have a [Transitions of Care (TOC) Policy](#).
2. Transfers of patients between services and locations at the clinical site involve interprofessional staff members (e.g. nurses, residents & attendings in other disciplines).
3. Epic has electronic, prepopulated sign-off sheet for TOC, transfer summaries, note template order sets.
4. All residents are taught TOC at orientation; programs assess via direct observation.

**D. Supervision**
1. All programs’ [Supervision](#) policies/processes, including when Residents must communicate with the attending are on UCH Intranet - Medical Staff Office: [Supervision Requirements](#) by yr. & specialty.
2. [AMION](#) provides 24/7 contact information for all caregivers on call.

**E. Well-Being**
1. CUSOM [Resilience Program](#) offers workshops, lectures, and programs promoting resilience.
2. [Good Grief Rounds](#) helps address grief in response to difficult patient outcomes or experiences.
3. [Resilience, Education & Support (REST) Team](#) helps build providers’ emotional reserves.
4. Resident Mental Health Clinic launches 1/1/2019 with 24/7 coverage for mental health crises.

**F. Professionalism For resolution of professional issues:**
1. Chain of Command
   - Chief Resident
   - Program Coordinator
   - Program Director
   - Division Chief/Chair
2. Confidential Resources External to Your Program:
   - [GME DIO Carol Rumack, MD](#)
   - [Housestaff Association](#)
   - [Office of Professional Excellence](#)