

Inspector's Workshop

ACOI Trainer's Congress

Orlando, FL

May 2, 2009



Goals and Objectives

- Review the purpose of onsite inspection
- Discuss pre-inspection planning
- Outline the inspection day process
- Elucidate the needed components of the inspection report
- Explain the CEE/PTRC process after the report is received



Purpose

- Periodic verification of adherence to training standards
- This is not the only method
 - Annual reports (ACOI)
 - Internal reviews (Internal & OPTI)
 - Hotline (Internal, OPTI, ACOI & AOA)



Purpose: Tone

- Should not be adversarial, but should also not be consultative
- The inspector is an impartial reviewer of the program's adherence to the basic standards.
 - In most instances this is “Yes/No”
 - Be as objective as possible



Pre-inspection: Scheduling

- The ACOI (Christy) will assist in scheduling the inspection
 - You will be contacted by email and asked to supply 2-3 dates
 - The ACOI will schedule the dates and confirm with the program and the AOA.
 - The AOA will send confirmation letters to the PD, DME, OPTI, inspectors and ACOI.
- This will be done 90 to 120 days prior to the inspection date



Pre-inspection: Packet

- The Inspection Due notification letter
- The Confirmation of Inspection Date letter
- Copy of previous continuing approval (or new approval) letter
- Copy of Narrative Report from the previous inspection
- Copy of letter acknowledging approval of Corrective Actions Plan
- Copy of letter acknowledging approval of Evidence of Implementation of Corrective Actions Plan



Pre-inspection: Packet

- Memorandum on Documents
- Memorandum on Procedure
- Travel and Voucher Instructions Memo
- Travel Guidelines
- Inspection Workbook



Pre-inspection: Packet

- A HIPAA Compliance/Agreement: we recommend that you take a copy of your HIPAA Compliance/Agreement with you to the inspection. On request, AOA can send a fax copy on inspection day.
- A Written Statement About Conflicts: submit your signed Written Statement About Conflicts of Interest to the AOA prior to the inspection. Electronic submissions are acceptable.



Pre-inspection: Workbook

- You should receive the Inspection Workbook from the program no later than 30 days prior to the inspection
 - Failure to receive this in the proper time should be cited



Pre-inspection: Workbook

- Review the Inspection Workbook, self-study materials and other documents submitted by the Program Director looking for:
 - Incomplete sections
 - Areas that note non-compliance with the standards
 - Areas of interest to question the PD or residents
 - Areas of interest that will require document review for confirmation



Pre-inspection: Workbook

- Request additional materials from the Program Director as needed but no less than two (2) weeks prior to the inspection date.



Pre-inspection: Documents

- Institutional Demographics and Statistical Report
- A current and complete program description
 - Do not ask for a copy of the residency manual; this will be reviewed on site.
- Completed Core Competency Program Review



Pre-inspection: Documents

- Current curriculum vitae for the Program Director
- Current curriculum vitae for the Director of Medical Education
- Current list of department members noting certification status
 - Do not ask curricula vitae for full faculty; these will be reviewed on site as needed.
- A list of all outside rotations.
 - Affiliation Agreements will be verified on site. Do not include copies of the agreements with pre-inspection materials.



Pre-inspection: Schedule

- Contact program after receiving documents and at least two weeks prior to inspection
- Suggest a schedule



Pre-inspection: Schedule

- 8-8:30 AM: Welcome with PD, DME
- 8:30-9 AM: Meet with PD
- 9-11 AM: Document review
- 11-12 PM: Meet with faculty
- 12-1PM: Meet with residents
- 1-2 PM: Wrap-up and review
- 2 PM: Conclusion



Pre-inspection: Schedule

- Meet with
 - PD
 - DME
 - Administration
 - OPTI
 - Faculty
 - Residents
 - Coordinators



Pre-inspection: Schedule

- Allow enough time for document review
- This will vary for IM and subspecialty programs
- Tour is OK, but should not take up too much time. Need to see:
 - Educational rooms (lecture hall, etc.)
 - Library
 - Call rooms



Pre-inspection: Travel

- Use AOA Travel Service
- Make reservations far enough in advance
- Look for hotels close to hospital
 - It is OK to ask program for suggestions
- Do not make air reservations too tight



Inspection Day: What to take

- All materials sent to you by ACOI, AOA and program
- A copy of the appropriate Basic Standards
- A note pad (or laptop)
- Business cards
- Directions



Inspection Day

- Arrive on time at designated place
 - Be early and wait in parking lot if needed
 - Note if there is no one to meet you
- Confirm schedule
- Confirm where you will be
 - Documents
 - Meeting rooms



Inspection Day

- Introduce yourself, who you represent and the purpose of your visit
 - ACOI
 - AOA
 - Verification of adherence to the training standards
 - Promote quality training
- Attempt to stay on schedule, but be flexible



Inspection Day

- Competencies
- Competencies
- Competencies
- Competencies



Inspection Day: PD meeting

- Let them talk about program
 - Strengths
 - Weaknesses
- Ask about any questions from workbook
- Discuss work hours
- Discuss service vs. education
- Discuss institutional support



Inspection Day: PD meeting

- Discuss and confirm the program's core competency plan



Inspection Day: Document Review

- Departmental/divisional minutes for the current and previous years, with resident
- attendance logs
- Departmental bylaws
- Affiliation Agreements for outside rotations
- Residency Manual
- Resident Work Hours policy and evidence of notification to residents



Inspection Day: Document Review

- A list of journals and books available in the hospital library for the specialty
- Patient charts indicating resident involvement in patient care from the Medical Records Department
 - Inpatient and outpatient
 - Ask the program to have at least 30 of each available – you may guide this process
 - Review at least 20 of each (note number)



Inspection Day: Document Review

- Lecture schedule for current and previous years, with resident attendance logs
 - Journal club
 - Board Review
 - Book Club
- Faculty lists with credentials
- Resident's manual
- Program curriculum with Goals & Objectives



Inspection Day: Document Review

- Resident Files
 - Residency logs
 - Annual reports
 - Scientific papers
 - Evaluations
 - Resident Patient Exams (where applicable)
 - Completion of Residency (for fellows)



Inspection Day: Faculty meeting

- Introduction and purpose
- Ability to teach
- Service vs. education
- Institutional support
- Quality of trainees
- Wish list
- Questions



Inspection Day: Resident's Meeting

- Introduction and purpose
- Educational environment
- Service vs. education
- Work hours
- Competencies
- Procedures



Inspection Day: Resident's Meeting

- General mood
- What can the ACOI do for them?
- Questions



Inspection Day: Wrap-up & Review

- If you cannot find a document, ask the program director
 - Do not leave the site without asking and then site a deficiency
- Make notes for any follow-up questions for PD
- Begin the narrative process



Inspection Day: Conclusion

- Do
 - Ask for any needed follow-up
 - Allow the PD to add any further information
 - Thank program



Inspection Day: Conclusion

- Don't
 - Tell program what your findings are
 - Engage in consultation with the program
 - “This is one way that you could do it.”
 - “In my program we do this.”
 - Suggest that they will receive full approval or probation or 3 years, etc.
 - Leave written information at the institution



Post Inspection

- Complete the Narrative Report
- Use the template provided by the ACOI



Post Inspection

- Narrative Report should include:
 - All areas completed
 - Mention of workbook
 - Mention of schedule with times
 - Who you met with (names)
 - Facilities
 - Core competencies
 - OMM



Post Inspection

- Narrative Report should include:
 - Curriculum
 - Didactic program
 - Procedures
 - Ambulatory clinic
 - Resident files
 - Medical records
 - Evaluation



Post Inspection

- Narrative Report should include:
 - Service vs. education
 - Work hours
 - Scope, volume and variety
 - OPTI
 - Faculty
 - PD
 - Overt deficiencies



Post Inspection

- Mail the following documents to the ACOI and AOA within ten (10) day of the inspection date:
 - Signed Expense Voucher with receipts (See Expenses and Travel Memo)
 - Conflict of Interest form if not yet filed
 - Narrative Report
 - Your expense voucher will not be processed until the Narrative Report is received
 - On Site Document Review Checklist
 - List of Affiliation Agreements (verified)
 - Signed Core Competency Program Review
 - Additional documents you requested and wish the Council on Education and Evaluation to review



Post Inspection Review Process

- Inspection February-April
 - CEE May
 - PTRC July/August
- Inspection May-August
 - CEE September
 - PTRC November
- Inspection September-January
 - CEE January/February
 - PTRC April



Post Inspection Review Process

- Each inspection report is assigned to a member of the CEE to review prior to our meetings
- The reviewer presents the report to the CEE with a recommendation in the form of a motion
- The CEE discusses the review and comes to a decision on citations, commendations and cycle length



Post Inspection Review Process

- The ACOI's Council on Education and Evaluation has instituted an evaluation of inspection reports
- We will send you this evaluation after the CEE meeting



Questions?

