

# RESIDENT TIMES

IPRO's Graduate Medical Education Newsletter

Volume 2, Number 2 Fall/Winter 2008

ISSUES THAT IMPACT RESIDENT WORK HOURS, MEDICAL EDUCATION AND PATIENT SAFETY



## Welcome to the fourth issue of *Resident Times*.

*Resident Times is a semi-annual newsletter intended to provide the graduate medical education community with factual information pertinent to resident work hours, medical education and patient safety.*

### **The IPRO Experience: New York State and Beyond**

#### **IPRO Hospital Compliance - Resident Education and Working Hour Oversight**

In 2001, the New York State Department of Health (NYSDOH) led the nation in assuring patient safety, improving health care quality and developing legal work hour standards by launching the Resident Work Hour Monitoring Initiative. To that end, IPRO was selected to monitor compliance with regulations in all of New York State's teaching hospitals. The results of our efforts are significant. In 2001, 36% of the 120 institutions of advanced medical education complied substantially with the regulations; current compliance has risen to 85% of facilities that meet or surpass the standards set forth by NYSDOH.

Over the course of this seven-year contract, the experts at IPRO have developed best practices based upon vast experience and as such, can offer practical guidance for implementing work hour regulations. The *Resident Times* newsletter has been redesigned so we can share our knowledge with residency programs throughout New York State and across the country.

The members of IPRO's Hospital Compliance Team have diverse professional backgrounds, including skilled health care professionals; compliance professionals holding a certification in health care compliance; health care quality professionals holding certification in health care quality; legal professionals; and health information management professionals.

**Let our experience be your resource.**



## ***IPRO's Hospital Compliance Program Expertise is Nationally Recognized***

IPRO's expertise in identification and resolution of resident work hour issues has been valuable to residency programs outside of New York State.

When a renowned teaching facility was found out of compliance with the ACGME work hour regulations and facing possible withdrawal of accreditation of its internal medicine residency program it turned to IPRO's Hospital Compliance Team for assistance. Drawing upon their extensive experience, IPRO's Hospital Compliance Team worked with the facility's Department of Internal Medicine to identify work hour issues, pinpoint their root cause and implement changes to combat violations. With IPRO's help, upon re-audit the facility was found in compliance with work hour standards and avoided a loss of accreditation.

IPRO also offers educational support to the graduate medical education community by presenting at national conferences. Through these national speaking engagements IPRO is able to provide attendees with information on work hour issues and share best practices on compliance with the medical education community at large.

Drawing from our New York State experience, the experts at IPRO can provide:

- ACGME-simulated audits followed by comprehensive planning and recommendations related to work hour issues including follow up implementation of corrective plans of action.
- Educational seminars focused on resident work hour issues, specifically:
  - Resident orientation;
  - Annual program retreats; and
  - Faculty meetings.
- Consultation focused on resident work hours including:
  - Analysis of program strengths and weaknesses;
  - Customization of individual program needs;
  - Integration of best practices into program design; and
  - Long and short term goal setting and achievement.

Contact Veronica Wilbur, RN, MBA, CHC, CLNC, Senior Director at 518-426-3300, ext. 103 or [vwilbur@ipro.org](mailto:vwilbur@ipro.org) to find out how IPRO can assist you in identifying and addressing resident work hour compliance issues.



# ASK THE IPRO EXPERT



## Responses to questions from the Graduate Medical Education Community

**Veronica Wilbur, RN, MBA, CHC, CLNC**

*New to Resident Times, this section provides the medical education community with practical advice on complying with work hour mandates. Responses are based upon IPRO's professional experience and best practices observed at teaching hospitals across New York State. Responses are intended to serve as guidance only and should not be relied upon to ensure compliance. The experts at IPRO are available to customize specific compliance solutions for individual facilities.*

### QUESTION:

*How do programs provide resident education for the post-call resident?*

### ANSWER:

Many programs are posting videos of grand rounds and other mandatory academic conferences on their intranet, so post-call residents can view them as their schedules allow. In programs where formal attending rounds/am report or sign out is required, post-call residents present their patients first so they can leave within the allotted time (which in New York State is three hours).

### QUESTION:

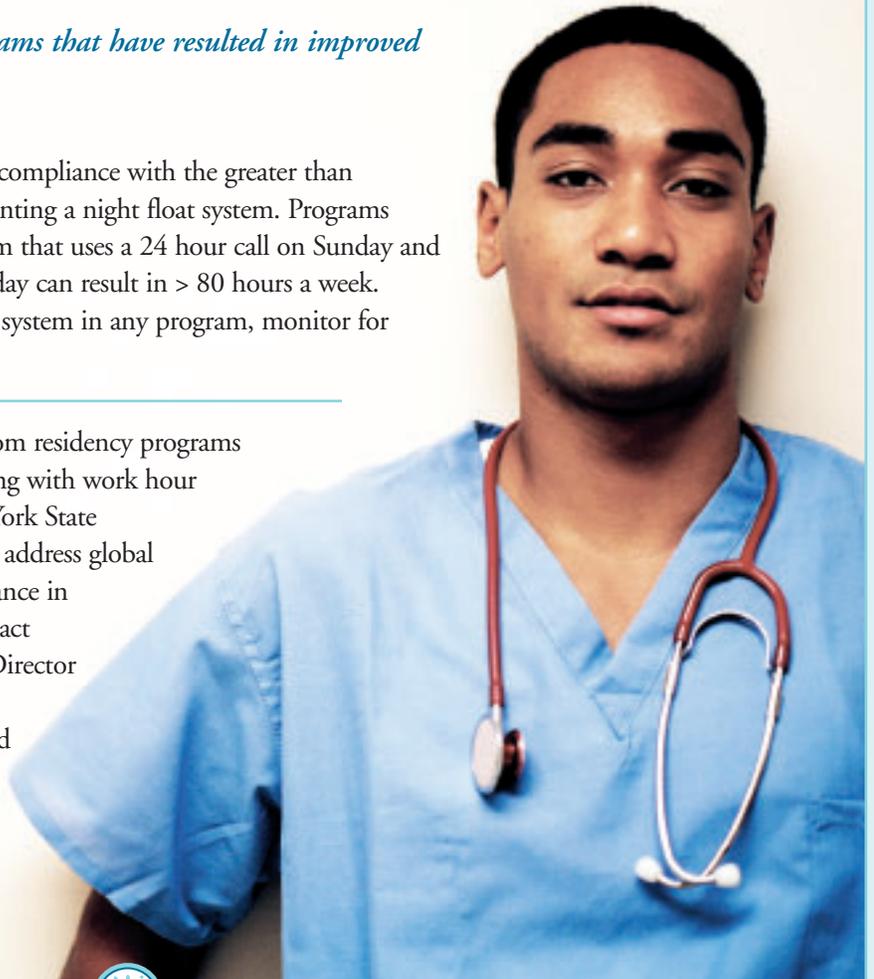
*What changes have been made in surgical programs that have resulted in improved compliance?*

### ANSWER:

Surgical programs of varying sizes reported improved compliance with the greater than 24 consecutive hours on call requirement by implementing a night float system. Programs should be cautioned, however, that a night float system that uses a 24 hour call on Sunday and then 12-14 hour night float shifts on Monday-Thursday can result in > 80 hours a week. A word to the wise: when implementing a night float system in any program, monitor for > 80 hours as well.

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Questions such as these are received by our experts from residency programs looking for practical advice and guidance on complying with work hour regulations. While our responses are specific to New York State requirements, suggested approaches can be tailored to address global work hour mandates. For specific guidance and assistance in addressing your program's compliance challenges contact Veronica Wilbur, RN, MBA, CHC, CLNC, Senior Director of IPRO's Hospital Compliance Program, at 518-426-3300, ext. 103 or [vwilbur@ipro.org](mailto:vwilbur@ipro.org) to find out how IPRO can assist you.





## **We Want to Hear from You!**

- *Do you have questions for our experts?*
- *What topics would you like to see featured in our next newsletter?*
- *Do you have any practical solutions/ideas you'd like to share with your peers?*
- *Do you have comments/suggestions?*

**Please e-mail us at [sruhland@ipro.org](mailto:sruhland@ipro.org)**

*Resident Times* is published by IPRO, an independent, not-for-profit corporation providing a full spectrum of health care assessment and improvement services to public- and private-sector clients. Incorporated in 1983, IPRO has evolved into one of the largest and most experienced health care evaluation and quality improvement

organizations in the nation. IPRO's professional staff includes more than 400 physicians, registered nurses, epidemiologists, biostatisticians, data analysts, health policy experts, programmers, medical record personnel and systems analysts, as well as a network of more than 300 board-certified physician consultants.

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Additional copies are available by calling 800-233-0360, extension 114.

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