



Engaging Excellence for Residents and Fellows Embracing Quality Team Charter

Introduction:

At Upstate we pride ourselves on the fact that our faculty, staff, and students are continuously engaged in excellence to advance our education, research, and clinical missions. To that end, President Smith has commissioned a cross-functional, multi-disciplinary team structure to assess and recommend enhancements to the resident/fellow experience at Upstate Medical University.

Our goal is to create an outstanding Graduate Medical Education program where the focus is on the resident and fellow learning experience, enhanced by our faculty and staff who are committed to helping our residents and fellows become skilled physicians. Upstate strives to create a best-in-class resident/fellow experience that is known for its reputation and excellence.

The structure for the Resident/Fellow Engaging Excellence process includes a steering committee and three teams, each staffed with a chair, facilitator and recorder. Three teams have been developed to focus on the resident/fellow experience for: Life and Wellness, Embracing Quality, and Enhancing Education.

The steering committee and three teams will create a collaborative partnership, conducting research, and sharing knowledge, information, and insights with regard to Upstate University Hospital's clinical model for delivery of care and operations, specifically with a focus on the impact and improvement of the residents' and fellows' educational, clinical, and life experiences while at UH.

A charge for your team is outlined below. This charge is not meant to limit the scope and work of your team, but rather to provide a framework from which to build recommendations for program enhancement.

Embracing Quality Team Charge:

The Embracing Quality Team is charged with creating no more than five recommendations to identify how patient care can be of the highest quality and clarify the role of residents and fellows in facilitating that care.

Your team is encouraged to conduct research to form or support your recommendations, for example: review of best practices in other graduate medical education programs; conduct interviews and/or survey, etc.

The Team will include considerations from/for:

- How do we get residents and fellows integrated into the patient quality process at Upstate University Hospital?
- Consider a Resident Quality Council
- NYACP Near Miss Project
- Resident and Fellows role in meeting program requirements
- The design of an education plan on quality
- Assessment to know quality is achieved
- Resident and Fellows role in quality review and assessment
- Ensuring residents and fellows understand the institutional quality structure
- Creating a basic fundamental curriculum of clinical quality measures
- Leveraging people with clinical quality expertise
- Identifying quality stakeholders

- Access to electronic medical records across healthcare institutions

Data sources for team consideration:

- Outcomes from Focus Group sessions conducted with Program Directors and Coordinators and the RAC
- ACGME Common Program Requirements effective July 1, 2011
- ACGME Resident Survey Data 2009 – 2010 for Upstate Medical University
- Annual Review of the Upstate Medical University Residency Experience Survey Results
- Examples from existing UH department residency/fellowship patient quality review activities
- Alignment with GME program requirements
- Information available from other internal sources (UH Administration, IMT, related committees, etc.)

These documents will be available on Blackboard.

OUTCOMES:

The Embracing Quality Team will be convened for a period of approximately six months, and is charged with developing no more than five recommendations for patient quality program enhancements that include:

- Goals and objectives
- Resource requirements
- Metrics
- Timeline
- Reporting mechanism
- Suggestions for responsibility for implementation
- Prioritization

Consideration for report development can include identification of quick wins, current budget limitations, and, where appropriate, a phased approach to implementing recommendations that may require significant financial expenditures.

All teams will report their outcomes to the Steering Committee and Executive Sponsors. A presentation will also be made to the President and his Leadership Council. A Leadership Administrative Response will be developed and presented back to the Steering Committee and all Engaging Excellence teams.

EXECUTIVE SPONSORS

John McCabe, MD

Steven Scheinman, MD

TEAM MEMBERSHIP

Amy Friedman, MD, **Chair**

Julie Briggs, RN, **Chair**

David Carter, MD

Anuradha Duleep, MD

Theresa Gagnon, RN

David Green, PA

Brian Kloss, MD

James Legault

Carlos Lopez, MD

Holly McCurdy, **Facilitator**

Linda Newell, PhD, **Recorder**