

## How to Have a Successful Site Visit

Begin preparing for your site visit at least 6 months before the anticipated date, preferably a year! Make sure you have corrected any prior citations from your past ACGME site visit and your last Internal Review. Read your program specific RRC requirements and the Common Program Requirements at [www.acgme.org](http://www.acgme.org). There is an extremely helpful document on the ACGME website called “Program Director Guide to the Common Program Requirements” which is a must.

### Documentation to Have Available

Several months prior to the site visit please organize the following materials, (which the site visitor will review), in readily available files:

- Affiliation Agreements and Special Provision for all required rotations.
- Minutes of Departmental Graduate Medical Education Committee with resident participation.
- Written curriculum with competency-based goals and objectives for each assignment at each educational level.
- Curriculum that advances resident’s knowledge of the basic principles of research-how it is conducted, evaluated and applied to patient care.
- Residents’ files.
- Files of residents who have transferred into the program.
- Completed evaluations of residents by the faculty, peers, patients and/or professional staff.
- Completed evaluations of faculty by the residents.
- Completed evaluations of the program by the residents.
- Completed evaluations of rotations by the residents.
- Documentation of program director’s twice-yearly evaluation meetings.
- Final written evaluations for the most recent year’s graduates, with the statement that the resident has demonstrated sufficient competence to enter practice without direct supervision.
- Copy of program’s Annual Review.
- Program Policy Manual, including the following policies:
  - a. Duty Hours (Common Program Req. VI.E)
  - b. Effects of Leave of Absence on satisfying criteria for completion of the residency program (Institutional Req. II.D.H.2)
  - c. Moonlighting (Common Program Req. VI. F)
  - d. Quality Assurance/Improvement
  - e. Resident Selection (Institutional Req. II.A.2)
  - f. Supervision (Institutional Req. III.B.4)
- Duty hour documentation.
- Conference schedule.
- Documentation of conference attendance.
- Documentation of Internal Review.
- Completed procedure/case logs, if applicable.

- Documentation of resident participation in departmental quality assurance/performance improvement activities.
- Evidence of annual program improvement efforts in:
  1. Resident performance using aggregate resident data;
  2. Faculty development
  3. Graduate performance including performance of program graduates on the certification examination and,
  4. Program quality (see Common Program Requirements V.C)

Please consult the GME website

[http://gme.medicine.arizona.edu/gme\\_business/GME\\_documents/Faculty\\_IR\\_Quest.pdf](http://gme.medicine.arizona.edu/gme_business/GME_documents/Faculty_IR_Quest.pdf)

for questions commonly asked faculty during a site visit.

The following are questions commonly asked residents:

- Balance between education and service.
- Any problem rotations, problem institutions.
- Program direct monitoring of resident stress.
- Availability of psychological counseling and support services.
- Any type of patients or experiences lacking.
- Faculty members' relationship with each other.
- Faculty relationship with residents.
- Residents fear of retribution for negative comments.
- Residents' review of educational goals and objectives.
- Participation in institutional and departmental committees.
- Participation in an education program regarding physician impairment, substance abuse and fatigue.
- Instruction in Quality Assurance/Performance Improvement.
- Instruction in research design and interpretation.
- PIF verification (accuracy of data).

#### Role of the Site Reviewer

- ACGME Field Representatives or Site Reviewer
  - Fact-finder not decision-maker
  - Clarifies information in Program Information Form (PIF)
  - Addresses all relevant aspects of the program
  - Submits report to relevant RRC based upon information collected during interviews with program director, faculty, administrators and residents
  - Reports any discrepancies discovered between the PIF and 'what really goes on'
  - RRCs meet 2-3 times a year; site reviewer not present at RRC meetings

#### Prior to the Site Visit

- Contact Site Reviewer (4-6 weeks prior)
  - Review sample agenda

Meet with:

department head

faculty

residents (all if 10 or less, peer selected if > 10)

Take them to lunch or dinner and review the PIF and any concerns with them.

institutional official (possibly)

tour call rooms

Determine any special needs

Hotel preferences

Directions from airport, hotel to hospital (maps)

Parking arrangements

Food preferences

Do not deviate from site visitor's agenda without checking with SV first

Physical Arrangements

One Conference Room for entire day

Bring everyone to site visitor

Table to spread out

Refreshments (coffee, tea, water) (note: no powdered donuts

Keep lunch simple pizza can be messy)

### Final Notes

- Educate (not coach) residents & faculty of importance of ACGME accreditation  
Review: PIF, program requirements, last ACGME accreditation letter, recent positive changes, strengths and future goals of the program  
**(EVERYBODY NEEDS TO SAY THE SAME THING)**
- Inform all departmental personnel of date of visit and role of site visitor
- Ensure all resident's files are in order  
Application, medical education, licensure, letters of recommendations, evaluations, schedules, rotations, procedures, etc.
- DO NOT:  
Wine and dine the Site Visitor  
Rearrange schedule without Site Visitor's approval  
Request them to stay while you revise the PIF