



# **Accreditation and Recognition Site Visits**

AOGME Webinar

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# Disclosures

Dr. Andrews works for the ACGME and has no conflicts of interest to disclose.



# Objectives

- Understand key elements of the ACGME remote accreditation and recognition site visit program
- Identify similarities and differences between in-person and remote site visits
- Review remote site visit preparation
- Anticipate future planning for remote and in-person site visits



# Virtual (Remote) Site Visits

- Remote accreditation and recognition site visit (RARSV) development team
- Project Management group



# Background for the Development of Remote Site Visits

- 1,529 site visits completed in 2019; ~2,000 target for 2020, focus on backlog, including 10-year site visits
- All in-person accreditation and recognition site visits initially suspended through December 31, 2020; now suspended through June 30, 2021
- Approximately 290 postponed previously scheduled site visits from March-June



# Look how far we have traveled!

- |                               |   |
|-------------------------------|---|
| <b>March (6<sup>th</sup>)</b> | All accreditation and recognition site visits postponed   |
| <b>April</b>                  | Egregious COVID investigations; initial development of RARSV process and research projects; technology training   |
| <b>May</b>                    | Egregious COVID investigations; refine RARSV process and research; technology training  |
| <b>June</b>                   | Project Management initiated; implement RARSV protocol for 8 Application visits (3 field representatives/site visit); technology training; suspend self-study and 10-year accreditation site visits |



# Look how far we have traveled!

## July

Refine RARSV process; technology training; 8 Application site visits (3 field representatives/site visit) – 16 total Application site visits; 100% all field staff participation

## August

Transition month with team site visits (2 field representatives/site visit); emphasis Applications and Complaints; training as needed; continue research

## September

Nearly back to “routine” scheduling of remote site visits (1 field representative/site visit; expansion to all site visit types); training as needed; continue research



# Look how far we have traveled!

## **October**

New “normal”; completed all required postponed site visits (of 290); new data-prompted site visits following Review and Recognition Committee meetings

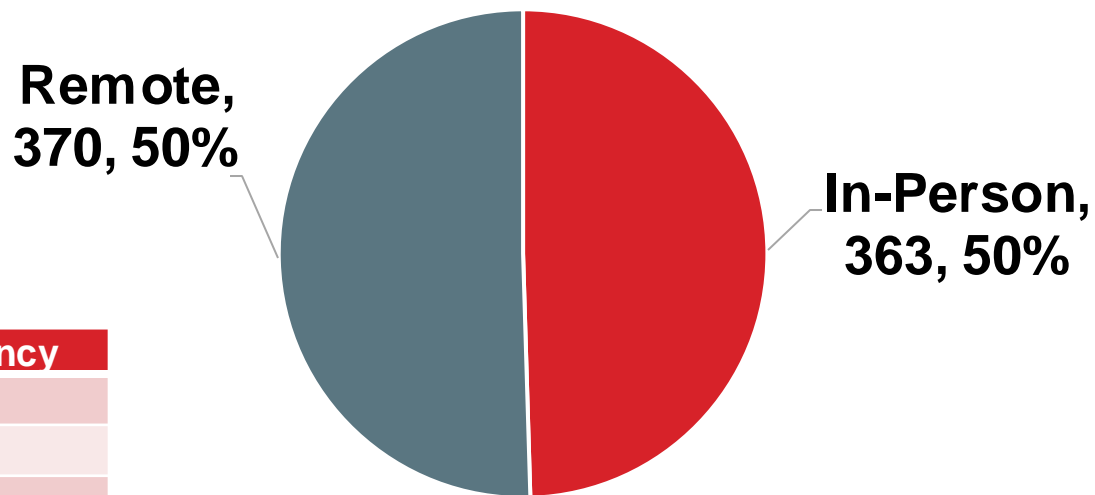
## **November**

Coordinate scheduling with Review and Recognition Committees to prioritize programs and Sponsoring Institutions with 2019 and 2020 due dates





# Scheduled and Completed Site Visits to Date 2020: Remote vs In-person



	Frequency
In-Person	363
Remote	370
Grand Total	733



# RARSV by the numbers

- Scheduling ~ 25 site visits per week
- 40% Applications; 30% Initial Accreditation; 25% complaints/egregious/data-prompted; 5% other
- 14 Osteopathic Recognition site visits (11 in-person, 3 postponed remote); 40 in 2018; 38 in 2019
- All SAS postponed site visits have occurred or will occur within the next week



# Remote Site Visit Process

## What is the same?

- Accreditation and Recognition site visit blackout dates are requested (or re-requested)
- Site Visit Announcement letter from ADS confirming the date of the remote site visit and assigned accreditation field representative(s)
- ADS uploads/updates due date, document list
- Letter of Instruction with agenda from field representative(s); Zoom details (individual devices, audio and video, private room, Zoom etiquette, etc.)



# Remote Site Visit Process

## What is the same? (continued)

- Site Visit Report written and submitted to the Review or Recognition Committee
- Accreditation and recognition decisions are rendered by Review or Recognition Committees



# Remote Site Visit Process



## What is different?

- Attestation Statement Form – to assure confidentiality (signed by program director and DIO, uploaded in ADS)
- Use of Zoom platform (other options may be available as needed – i.e. MS Teams), password invitation
- Pre-site visit Zoom practice/confirmation with field representative(s) and program/institutional coordinator (and program director/DIO, if possible)
- Smaller group or 1:1 interviews, with multiple sessions, more breaks between sessions



# Remote Site Visit Process



## What is different? (continued)

- Excel spreadsheet to track site visit Zoom appointments; email addresses and cell phone numbers of participants; allows for adjustments during site visit if technology issues arise
- Pre-site visit communication more extensive and with more people
- Documents that would have been viewed in-person shared OneDrive folder, secure password e-mail, or snail mail



# RARSV Process: Field Representative Feedback

- Nearly all participants are familiar with Zoom
- Few locations not able to use Zoom
- Generally able to obtain needed information
- Generally able to see body language and facial expressions
- Smaller groups or 1:1 interviews necessary
- Virtual tours have been done without difficulty
- Perhaps sense of more confidentiality and safety



# Remote Site Visit Challenges and Opportunities

## Current challenges

- Pre-visit preparation time is more time intensive, for field representative and program/SI
- Potential technical issues, assignment of IT support for ACGME and program/SI
- Manage group dynamics during Zoom calls, interruptions, hand-raising, chat function
- Manage Zoom fatigue





# Remote Site Visit Challenges and Opportunities

## Opportunities

- Greater flexibility for scheduling site visits without location constraints
- Review of documents prior to visit allows more time for interviews during site visit
- NAS 2.0; plans for self-study and 10-year accreditation visits



# The road ahead...

- Program director and DIO feedback on remote site visits
- Reviewer feedback on Site Visit Reports from remote site visits
- Establishing quantifiable metrics and benchmarks to measure reliability and validity of the remote site visit process
- Ongoing research projects
- Ongoing training



# The road ahead...

- Continue to collect feedback to improve RARSV process
- No in-person site visits until at least Q3 2021
- Develop plan for return to in-person site visits (lead time for program/SI, ADS, scheduling, etc.)
- Determination of criteria for remote vs in-person site visits once we have option to do both



# Program Self-Study Update

- Programs with Self-Study dates May 2020-June 2021 were postponed
- Programs are not prohibited from completing the Self-Study or participating in Self-Study activities; not required to be completed at this time
- New Self-Study dates have not been determined



# Programs with Completed Self-Studies

- Programs with completed Self-Studies are likely waiting for their 10-Year Accreditation Site Visit; these have been postponed; new 10-year accreditation site visit dates have not been determined
- 10-year site visits were behind before COVID; now, even further behind with postponements



# Programs with Completed Self-Studies

- Programs are encouraged to use the Annual Program Evaluation process to “keep your Self-Study alive” and track ongoing progress and program improvements
- Programs will not be asked to re-do their Self-Study
- Intermediate Accreditation Group and NAS 2.0 development group will review Self-Study and 10-year accreditation site visit model



# Sponsoring Institution Self-Studies

- Not suspended
- First self-study date for Sponsoring Institutions is in January 2021
- More information about the Institutional Self-Study can be found on the [ACGME webpage](#) under “Designated Institutional Officials”



# Questions?

[Remote Site Visit FAQs](#)

[FAQs about the Self-Study](#)





# Thank you!

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