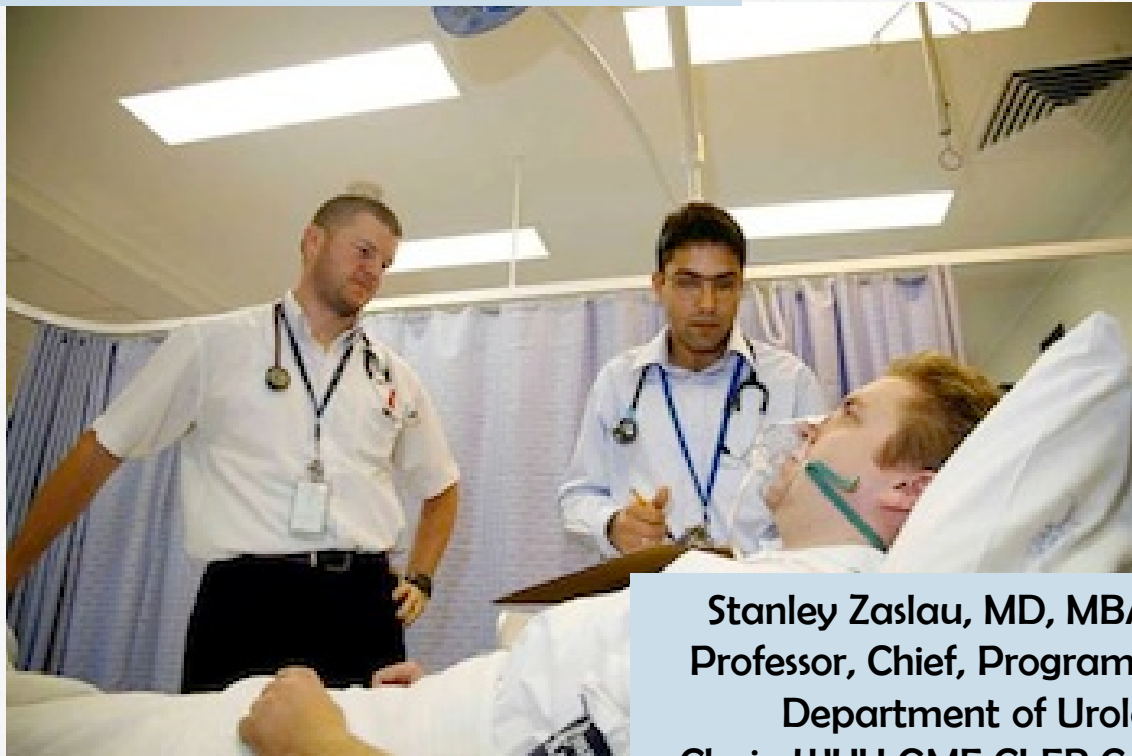


SUPERVISION



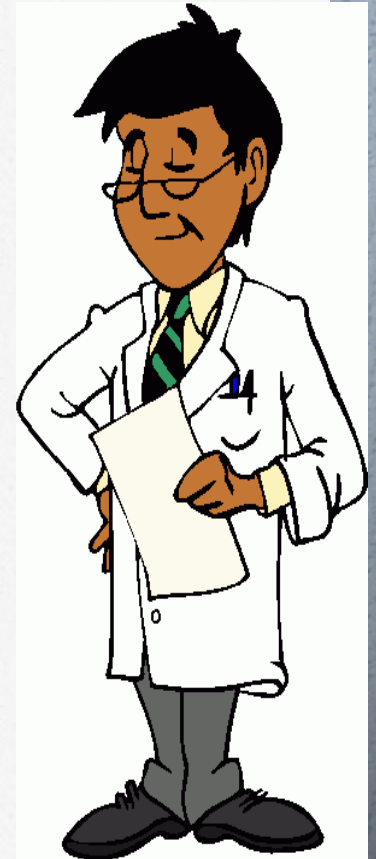
Stanley Zaslau, MD, MBA, FACS
Professor, Chief, Program Director
Department of Urology
Chair, WVU GME CLER Committee



"How long out of medical school, doc?"

WVU GME Supervision Policy

- Supervising faculty, and senior-level residents, will provide appropriate levels of clinical supervision in a supportive, and **non-retaliatory** manner.
- Your department will provide you with guidelines, based on ACGME & Joint Commission requirements, for requesting supervision
- Your first 6 months will be carefully supervised. Following that, you will receive progressive independence based off past performance.



WVU GME Supervision Policy

◦ Resident supervision

- Notify attending if patient is being discharged, transferred to the ICU, dies, leaves AMA, etc – any major or unexpected change in status.
- Calling for supervision is NOT a sign of weakness – it shows that you place the safety of your patient above all else.
- Mistreatment from an attending is NOT acceptable. Speak with your PD, or submit a Mistreatment report via The Button, and GME will get involved.



WVU GME Supervision Policy

- o Supervision
 - o By teaching staff and senior/chief residents
 - o Faculty call schedules are organized such that support is readily available
 - o Quality of supervision monitored by annual surveys (WVU GME, ACGME resident survey and ACGME faculty survey)
 - o If surveys are concerning, PD sends plan to GMEC for remediation as needed. PD submits monthly progress reports until resolved.



ACGME CLER Expectations:

- o S Pathway 1) Education on supervision
- o S Pathway 2) Resident/fellow perception of the adequacy of supervision
- o S Pathway 3) Faculty member perception of the adequacy of resident/fellow supervision
- o S Pathway 4) Roles of clinical staff members other than physicians in resident/fellow supervision
- o S Pathway 5) Patients and families, and GME supervision
- o S Pathway 6) Clinical site monitoring of resident/fellow supervision and workload

Resident Supervision Survey

- Assigned semi-annually, in early November, and May, via E-Value
- Short & concise – please complete as soon as you receive the notification
- Data is important to help GME keep tabs on Supervision issues throughout the learning environment



8. Supervision-Education

Do you feel you have been adequately educated on the ACGME Supervision policies?

Answer Choices	Percent of All Answers	Benchmark
1 . Yes	95.86%	100%
2 . No	4.14%	0%

9. Supervision-Button

Are you aware of the Supervision Reporting "Button" on the GME Web Page (<http://medicine.hsc.wvu.edu/gme>)?

Answer Choices	Percent of All Answers	Benchmark
1 . Yes	91.42%	100%
2 . No	8.58%	0%

The Perception of Adequate Supervision

- o How do you influence perception?
 - o With communication
 - o With consistency
 - o With a supportive and non-retaliatory learning environment
 - o We can't fix problems if we don't know about them. ("The Button")



Where is “the Button”?

- o Go to <http://medicine.hsc.wvu.edu/gme>
- o Scroll down towards the bottom, and you will see:

ADDITIONAL RESOURCES

/ [Mistreatment Form](#)



/ [People](#)

/ [Physician Wellness](#)

/ [ECFMG](#)

/ [Professionalism Form](#)



/ [Resident and Fellow Scholarly Activity](#)

/ [Contact Us](#)

/ [ERAS | AAMC](#)

/ [About Us](#)

/ [Specialty Boards and Their Websites](#)

/ [ACGME](#)

/ [NRMP](#)

/ [News and Events](#)

/ [Photo Galleries](#)

/ [SOLE Learning Management System](#)

How does “the Button” work?

- Click on the “Mistreatment Button”
- The next screen allows you to type out what happened:

Mistreatment Form

Explanation

If you are a resident who has experienced mistreatment; if you have been demeaned for requesting, or been denied, adequate supervision; or if you have witnessed any of these things happening to a resident, please click 'The Button' and make a report. Help us stop mistreatment and create and promote a safe learning environment.

I would like to report an episode of resident physician *

- ☐ Mistreatment
- ☐ Lack of Supervision

Please describe the details of the incident. *

Optional: if you want to be contacted please leave your email

Submit

Who receives the reports?

- o Sent directly to the GME Office
- o GME Office decides who will receive the report for investigation, and follows up until the issue is resolved
- o If you include an email address, the GME Office will contact you
- o Not a perfect tool, but does put the information into the hands of people who have the potential to affect change



Resident Supervision Survey

- The GME's Supervision Survey also helps us track where problems exist, or are developing



1. Supervision-Lack of Supervision

Have you witnessed or been involved in an incident where you felt patient care was compromised due to a lack of supervision?

Answer Choices	Percent of All Answers	Benchmark
1 . Never	69.82%	80%
2 . Rarely (once or twice)	26.04%	15%

2. Supervision-Procedures

Do you feel that you were asked to perform a procedure, unsupervised, with which you were not proficient?

Answer Choices	Percent of All Answers	Benchmark
1 . Never	89.64%	80%
2 . Rarely (once or twice)	8.88%	15%

3. Supervision-Faculty Availability

Were faculty available to you at all times via phone/pager?

Answer Choices	Percent of All Answers	Benchmark
1 . Always	83.43%	80%
2 . Most of the Time (10 times/month)	12.13%	15%

4. Supervision-Direct Supervision Available

Were faculty present to directly supervise when you felt it was necessary?

Answer Choices	Percent of All Answers	Benchmark
1 . Always	76.63%	80%
2 . Most of the Time (10 times/month)	18.64%	15%

5. Supervision-Senior Level Residents

If applicable, was there a senior level resident available to provide supervision as needed?

Answer Choices	Percent of All Answers	Benchmark (+ N/A)
1 . Always	53.25%	80%
2 . Most of the Time (10 times/month)	14.79%	15%
3. N/A	28.11%	N/A

6. Supervision-Autonomy

Do you feel you were given the proper amount of autonomy for your current skill level?

Answer Choices	Percent of All Answers	Benchmark
1 . Always	50.30%	80%
2 . Most of the Time (10 times/month)	41.42%	10%

7. Supervision-Over-Supervised

Did you feel "over-supervised" at any point?


Answer Choices	Percent of All Answers	Benchmark
1 . Never	27.81%	
2 . Rarely (once or twice)	43.49%	

Other Tools That Help Us

- o Annual ACGME Resident & Faculty Surveys
- o Other staff & colleagues



Strategies to Help Patients Understand the Supervision Hierarchy

- Keeping dry erase board updated in patient's room, with physician staff caring for that patient 
- ID card that is visible requirement for all employees
- Always tell the patient who you are, and what role you play in their care



