

# University at Buffalo Office of Graduate Medical Education

## Duty Hour Survey: The Learning & Working Environment

### Frequently Asked Questions

Beginning with the current academic year (2009/10), each program will be responsible for scheduling the revised survey through E\*Value to all trainees in your programs. The way the survey will be conducted is different and streamlined from the process used in the past.

Please feel free to contact me with any additional questions you may have.

#### **1. Why is the duty hour survey being transferred to E\*Value?**

Since each program is now using E\*Value for all evaluations, it makes sense that all data for each program be collected in one place. This provides you and your program director with ready access to all of your program data. You will no longer need to contact GME office for a copy of your duty hour results.

#### **2. Why do I have to schedule and manage the survey now? It used to be the responsibility of the GME office to manage this.**

Section VI of the ACGME common program requirements states that is the responsibility of the program to monitor and comply with duty hours in the learning and working environment. It is still the responsibility of the institution (GME) to provide appropriate oversight of this requirement.

#### **3. Which trainees do I need to schedule for this survey?**

You are responsible for scheduling the trainees in your Home Programs. Trainees from combined programs should be scheduled in the combined E\*Value program (Med/Peds, SPM/IM, Pediatric PM&R). If you are unsure of what you need to do, you should contact me.

#### **4. What if my program already requires trainees to complete a duty hour survey?**

This survey must still be assigned and completed by them during the survey period. In order to gather accurate data, the questions asked must be standard across all programs.

#### **5. What period of time will be reflected in the survey?**

The trainees will be asked to answer only one survey regarding their hours worked based on any four-week period within the past six months.

## 6. How is this different from what was done the past?

In the past, trainees were directed to record their work hours for a specific date range for a period of 1-3 weeks. Trainees were then required to log into the UB website each week to answer the appropriate survey(s). The survey expired at midnight on a pre-determined date for each survey period.

## 7. How can my resident or fellow be sure that the survey will be anonymous?

They should be reassured that their answers are completely anonymous to all and that they should be honest in their answers. The respondents' anonymity is assured in two ways:

- a. The survey reflects on ANY four-week period within the last six month time frame. It is not referring to a specific period of time;
- b. The anonymity for all roles for this evaluation will be set at Level "1": ***The viewer can see the data, but not who said it nor can they see the full evaluation.*** Data will be available in aggregate only. In programs with only 1 trainee, the anonymity level for all roles will be set at "0": ***The viewer can see nothing about this evaluation.*** In these cases, GME will review the data for violations.

## 8. When is the survey time frame?


The survey should be scheduled to generate on November 1 for completion by November 30.

## 9. Where do I submit the names of residents who aren't required to answer the survey due to vacation or leave of absence?

There are no exceptions. The survey must be assigned to all current trainees since it will reflect any four-week period within the past six months of rotations.

## 10. How do I assign the survey in E\*Value?

E\*Value will add the activity, evaluation form and time frame into each of your E\*Value programs for you. On **November 1**, follow these instructions to schedule the evaluation to your trainees:

- a. Go to **Administration/Schedules/Add Edit Schedules**
- b. In the filter, choose Time Frame = GME - Duty Hours' Survey: The Learning and Working Environment - Fall 2009 and Activity = GME - Duty Hours' Survey: The Learning and Working Environment. Click View Schedule.
- c. Click into the Activity of GME Duty Hour Survey. Add the names of your current trainees. The evaluation action is DOES EVALUATIONS. Add the schedule entry. All names will appear in the yellow box below.
- d. Close the window. Click the Show Evaluations Icon under the time frame column . All scheduling should appear in green and should generate at midnight on November 1. If you see any red entries, that indicates an error and you should call me immediately.

e. Scheduling is now completed.

### **11. What happens if my trainee suspends the survey?**

Residents should not be allowed to suspend the survey. If this happens, go to **Administration/Schedules/Adjustments/Suspended** and reopen it for them. It will appear in their pending queue again. Even first year trainees can reflect on a four-week period within the past six months.

### **12. What kind of information should I provide to my trainees about the duty hour survey?**

You can share this FAQ with them and give them the following instructions for completing the survey. They will complete this survey the same way they complete all their evaluations:

- They will receive an emailed evaluation notice from E\*Value;
- They will click the link in the evaluation notice which will take them to their pending queue. If they have several pending evaluations that were scheduled prior to the duty hour survey, they will need to complete the pending evaluations in the list first. The others will say “queued”;
- Click “Edit Evaluation” to complete the survey; they can Save For Later, if necessary and then click Submit when completed;
- Done!

### **13. What is the compliance threshold?**

As required with the ACGME survey, at least 70% of your trainees must complete the survey by November 30. However, it is always better to have a 100% compliance rate.

### **14. How do I monitor survey compliance?**

Go to **Reports/Miscellaneous/Compliance**.

- Select the appropriate date range
- Compliance Rate = Less than or equal to 100% (to see the compliance rate for all trainees)
- Select the activity = GME Duty Hour Survey
- Role = Trainee
- Format Option = HTML or Excel
- NEXT. You should follow up weekly on those who have not completed the evaluation and send them reminders.

**15. The GME Duty Hour Survey used to close at midnight on a pre-determined date and it was no longer accessible to trainees. Will this happen in E\*Value?**

The evaluation will remain in the trainees' pending queues for the entire month of November. On December 1, you should go to **Administration/Schedules/Aged Evaluations**. Use filters as below and select the evaluations to delete. Make a note of the non-compliant trainees for your file.

## Aged Evaluations



Search for old, incomplete evaluations for the purpose of batch deleting them.

Select evals by:

Filter Users:

Evaluating User:

Find evaluations associated with time frames between:

Start Date:

End Date:

Time Frame:

Activities:

Evaluation Status:

Automatically select all results for deletion?:

Yes:  No:

**16. The scales on this duty hour survey differ from the scales on evaluations in my program. This is causing the system to generate low score notices in error. Can these be turned off?**

No, the low score notice rule cannot be set per evaluation type or per question at this time. The rule is turned on or off for the program. Please inform your Program Director that they should ignore any low score notices received for this evaluation and delete them. The GME office will be responsible for monitoring the survey responses.

**17. How could this issue have been avoided?**

At the time of E\*Value implementation, GME could have mandated a standard scale for evaluations across all programs. However, at that time, it was important to each of the programs to be able to have the flexibility of using their own scaled evaluations. The result is that any scale chosen for an institutional survey will produce this error in one program or another.