CREATING A DATA-DRIVEN CLINICAL COMPETENCY COMMITTEE

Appalachian Regional Healthcare
Case Study

{ medtrics }

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ARH®

Medtrics Client Since
2018

ARH Evaluations
2019-2020 Acacemic Year

375
Assigned

90%
Completed On Time

Key Information

Milestone-based performance evaluations are the standard in GME.

Software platforms like Medtrics make it easier to collect and analyze milestones data.

The ease-of-use of the software has a big impact on faculty compliance,

Medtrics GME evaluation module was built specifically for new ACGME model.

Appalachian Regional Healthcare (ARH) in Harlan, Kentucky launched its first Internal Medicine Residency Program in 2019. Program Director Dr. Bernie Sergent, Associate Program Director Dr. Stanley Marlowe, and Program Coordinator Tammy Allen worked as a team to build a program that relies on outcomes data to continuously monitor and improve performance.

THE CHALLENGE

Effectively implement an outcome-based performance review process

When the team at ARH decided to start the venture of launching their first Internal Medicine residency program, Dr. Sergent had the vision of creating a curriculum that is driven by outcomes data.

Medtrics needed to leverage this goal to adhere to the Accreditation Council of Graduate Medical Education (ACGME). The council requires each program's Clinical Competency Committee (CCC) to review each resident's performance on a biannual basis and submit a milestone report to the ACGME.

A custom narrative written by Dr. Sergent linked to ACGME milestones in Medtrics.

"I was able to work with the Medtrics staff to generate customized and linked evaluation questions that automatically fed into the milestone calculations for the residents. The process was intuitive and efficient."

Bernie Sergent, DO
Program Director

THE SOLUTION

Utilize Medtrics to build and distribute ACGME milestones-based performance evaluations

- Implement an outcome-based performance review process.
- Create a simplified performance evaluation workflow.
- Minimize the time and effort it takes to manage residencies and milestones.

Once the program officially launched in July 2019, the team was ready to collect data as the residents rotated between different departments across ARH's hospitals in Harlan and Whitesburg, KY. The competency-based evaluations were distributed automatically to faculty members by Medtrics based on their work schedules.

The milestone-mapped evaluations meant the faculty could answer questions about the residents, and Medtrics would automatically calculate ACGME milestones for each resident behind the scenes. Also, the email notifications, mobile interface, and simplified workflow meant the faculty could complete their tasks with minimal effort.

"The system can produce graphics to help the CCC quickly review each of the Internal Medicine Milestones and spur additional discussion and ensure the accuracy of the data driven assessment."
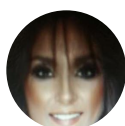
Bernie Sergent, DO
Program Director

THE RESULTS

ARH Obtained its Desired Outcome-Based Performance Review with

- A digital Interface with a simplified workflow
- Real-time performance on each resident
- Quick report pulling for program directors

- 90% of evaluations completed on time
  (within 2 weeks after a rotation ended)
- ACGME milestones automatically calculated

Medtrics tools made the team confident. It assured users that the information on the reports was accurate while engaging the faculty members. The approachability and scalability of the software's functions helped generate value for ARH. The team has already started expanding its performance review process to include additional data points such as lecture evaluations and end of rotation quizzes.

"When our program was looking for residency software, we wanted something that would give us everything we needed to meet the requirements of the program, made simple. Medtrics did just that!!"

Tammy Allen
Program Coordinator

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LOOKING TO REVAMP THE EVALUATIONS FOR YOUR RESIDENCY OR FELLOWSHIP PROGRAM?

Schedule a call with a member of our team to learn more about the Medtrics platform and our process

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