Improving Timeliness of Submission of Fellow Evaluations by Neonatology Faculty

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An Opportunity for Improvement
Majority of evaluations are turned in late.
SMART aim statement

• We will increase the proportion of evaluations of UTSW neonatology fellows completed on time by faculty to 90% within one year.
Measures: Outcome/Process/Balancing

Outcome: Did you achieve your specific aim?

Percentage of evaluations completed on time
<table>
<thead>
<tr>
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**Measures:**

- **Outcome:**
  - Did you achieve your specific aim?
  - Percentage of evaluations completed on time

- **Process:**
  - Did you implement what you thought you did?
  - Number of reminders required
  - Type of reminders required
Measures: Outcome/Process/Balancing

**Outcome:** Did you achieve your specific aim?
- Percentage of evaluations completed on time

**Process:** Did you implement what you thought you did?
- Number of reminders required
- Type of reminders required

**Balancing:** Did you make anything else worse?
- Time spent by administrative staff

Too Much Time!
Interventions

Cycle 1
- Individual email reminders
- Ad hoc phone calls

Cycle 2
- Set timeline for 4 email reminders before due date
- Final reminder by Program Director over phone

Cycle 3
Process Measures

- 87% compliance with process over the last two PDSA cycles

Reminders Needed for on time evaluations:

- No reminders needed
- 1 email
- 2 emails
- 3 emails
Process Measures

• 13% non-compliant with process over the last two PDSA cycles

• Main Causes of Process Errors
  • Reminders not sent
  • Reminders sent late
  • Reminders not documented
Improvement in Process Errors

Process Errors for Evaluation Reminders

Block

Number
Next Steps

• Decreasing number of reminders
• Using text messaging exclusively
Questions?
ABP Requirements for GME QI Projects

• Describe the educational gap or issue addressed by this program improvement project.

• Describe the root causes of the gap.
  • People
  • Process or Policy
  • Environment
  • Resources
ABP Requirements for GME QI Projects

• Identify the specific aim of your project.
  • SMART!!!!
• Baseline Data
• Specific Measures related to your aim
• At least two improvement cycles