Case:

Program policy requires faculty to complete resident evaluations within 7 days of the end of a rotation or shift. Over the past 6 blocks, many evaluations are completed late; some are never completed. Delays impact CCC readiness, milestone reporting, and resident feedback timeliness.

Faculty and coordinators report:

- The evaluation form feels long and duplicative.
- Faculty often miss the initial email or can't easily access the form.
- Reminder cadence is inconsistent.
- Some faculty don't realize there's a due date until they're overdue.
- Coordinators spend hours each week sending manual reminders and chasing evaluations.
- A few faculty are consistently late and account for most overdue items.

Current process:

1. Rotation ends → system auto-assigns evaluations to faculty.
2. Faculty receive a single email with login link.
3. If not complete by day 7, coordinator manually reminds at day 10 and day 21.
4. At day 30, coordinator closes outstanding items as "not completed" to finalize block reporting.

Program leadership supports improvement and is open to trying simple changes first.

Background:

Objective:

Methods:

Results:

Conclusions: