

## UMMC GME Clinical Learning Environment Review (CLER) Info & Tips

The ACGME is the largest organization that sets and monitors standards and oversees accreditation of graduate medical education sponsoring institutions and programs in the United States. In recognition of the public’s need for a physician workforce capable of meeting the needs of a rapidly changing healthcare environment, the ACGME established the Clinical Learning Environment Review (CLER) Program in 2012

The CLER Program is designed to provide the clinical settings affiliated with ACGME-accredited institutions with periodic feedback that addresses the following six Focus Areas: Patient Safety; Health Care Quality; Teaming; Supervision; Well-Being; and Professionalism. The purpose is to evaluate, encourage and promote continuous improvements in the clinical learning environment.

<https://www.acgme.org/globalassets/pdfs/clar/1079acgme-clar2019pte-brochdigital.pdf>

Each accredited sponsoring institution is required to periodically undergo a CLER site visit, approximately every 24 months. The University of Maryland Medical Center’s three CLER site visits were conducted in 2014, 2016, and 2019. The reports are available upon request.

In 2020, UMMC GMEC established the CLER Subcommittee. Over a period of 8 months, the subcommittee used the CLER Pathways to Excellence 2.0 to assess the current status of UMMC and the benchmarks/expectations for the optimal learning environment. The summary was shared at the March 2021 GMEC Meeting.

From 2019 - 2021 UMMC as the Sponsoring Institution was selected to join Cohort 2 of the Pursuing Excellence in Clinical Learning Environments, Patient Safety Pathway Leaders <https://www.acgme.org/initiatives/pursuing-excellence/overview/>, which accelerated the alignment of GME and the CLE at UMMC.

Since the 2019 UMMC CLER Site Visit, the GMEC has benefited from the engagement with the Chief Quality Officer who leads the Medical Centers processes for Patient Safety and Clinical Effectiveness and other UMMC leaders in quality and safety. The following is an abridged summary of UMMC and GME aligned processes used to address components of CLER:

<b>CLER Pathway</b>		<b>UMMC GME CLER Resources</b>
<b>Patient Safety</b>	Education on Patient Safety	Free IHI Membership Assigned IHI Open School Modules PS101-104, QI101-104 GME Orientation UMMSU Annual Training
	Culture of Safety	Culture of Safety Surveys – AHRQ 2020 and 2021 Surveys, SCORE Survey 2022 Just Culture Training and Resources Resilience in Stressful Events (RISE) Program Peer Support for the 2 <sup>nd</sup> Victim Daily Safety Huddle
	Reporting of adverse events, near misses, close calls,	Education on Range of Reportable Events – GME Orientation & Manual UMMSafe Reporting System

	unsafe conditions	<a href="https://intra.umms.org/ummc/departments/quality-safety/quality-and-safety-data-repository/safety-event-reporting">https://intra.umms.org/ummc/departments/quality-safety/quality-and-safety-data-repository/safety-event-reporting</a>
	Experience in patient safety event investigations and follow up	Resident & Fellow participation and attendance real UMMC Interprofessional Safety Event investigations, Analysis & Faculty Guided Debriefs Standing Event Review Days & Times Mondays and Wednesdays 4:30 – 5:45 PM Wednesdays 7:15 - 8:30a M&M Conferences
	Monitors Residents, Fellows, Faculty, Other CLE members engagement in Patient Safety	MMICIP periodic analysis of UMMSafe Reports
	Resident & Fellow education and experience in disclosure of events	Trainee disclosure of patient safety events to patients and families including involvement with faculty during disclosure
	Resident, Fellow, Faculty Engagement in Care Transitions	Standards for Handoff Processes GMEC Handoff Policy UMMC Handoff Policy Program Specific Hand Off Policies, Processes and Schedules I-PASS Curriculum
<b>Healthcare Quality</b>	Education on Quality Improvement	Free IHI Membership Assigned IHI Open School Modules GME Orientation
	Resident & Fellow Engagement in Interprofessional Quality Improvement	UMMC HSO for PSQ, 2016 – present VA Chief Resident in Quality and Patient Safety Quality & Safety Rounds for Residents-Fellows <a href="https://intra.umms.org/ummc/departments/quality-safety/newsletters/residents-and-fellows">https://intra.umms.org/ummc/departments/quality-safety/newsletters/residents-and-fellows</a> Central Repository of PSQI Data by clinical services QI Project Repository Sharing Lessons Learned: Quality & Safety Matters Newsletters 60 Seconds for Safety Lessons Learned Great Catch Program MMICIP Newsletters & Closed Case of the Month
	Data on Quality Metrics & Benchmarks	UMMC Intranet Quality & Safety Data Repository (QSDR) <a href="https://intra.umms.org/ummc/departments/quality-safety/quality-and-safety-data-repository">https://intra.umms.org/ummc/departments/quality-safety/quality-and-safety-data-repository</a>
	Resident, Fellow, Faculty	UMMC Annual Training & UMSOM Unconscious Bias Training UMMS Equity Diversity Inclusion Strategic Priorities

	Education on Eliminating Healthcare Disparities	<a href="https://www.umms.org/about/equity-diversity-inclusion/strategic-priorities">https://www.umms.org/about/equity-diversity-inclusion/strategic-priorities</a>
	Residents Fellows Faculty deliver care that demonstrates cultural humility	Interpreter Services Program & Specialty Specific JEDI Chief Resident and DEI Champions Workplace Violence Prevention Initiatives: Patient and Visitor Treatment Agreements, Behavioral Agreements, Algorithms <a href="https://intra.umms.org/ummc/departments/workplace-violence-prevention">https://intra.umms.org/ummc/departments/workplace-violence-prevention</a>
<b>Teaming</b>	Members of the interprofessional, clinical care team come together in the course of patient care to achieve a common vision & goals	Interdisciplinary Clinical Care Teams & Rounds UMMC Daily Safety Huddle Codes & Rapid Response Teams Acute Care Settings – ED, OR, In-patient Care Ambulatory Clinics Resources: AHRQ TeamSTEPPS Program <a href="https://www.ahrq.gov/teamstepps-program/index.html">https://www.ahrq.gov/teamstepps-program/index.html</a> AHRQ Family Centered Rounds Toolkit <a href="https://www.ahrq.gov/patient-safety/settings/hospital/engage-tool.html">https://www.ahrq.gov/patient-safety/settings/hospital/engage-tool.html</a>
<b>Supervision</b>	Education on Supervision	GMEC and Program Specific Supervision Policies Trainee Job Descriptions and Procedure Privileges accessible to all team members <a href="https://umm.medhub.com/functions/jcaho/index.mh">https://umm.medhub.com/functions/jcaho/index.mh</a>
	Culture of Supervision	Program-specific and UMMC Policies for Escalation of Care for Change in Patient Condition Clinical Consultation Policy – standardized consultation communication
	Patient’s perspectives on Supervision	ID Badges identify names and roles of patient care team EMR
	Clinical Site Monitoring of Clinical Supervision & Workload	MedHub accessible to all clinical care team members to verify level of supervision required
<b>Well-being</b>	Promoted across the clinical care team to ensure safe & high quality care	Recognition & active management of system-level factors impact on well-being of the clinical care team GMEC Well-being Policy – includes Tools, Resources, Activities Resident & Fellow Wellness GME Website <a href="https://www.umms.org/ummc/pros/gme/current/wellness">https://www.umms.org/ummc/pros/gme/current/wellness</a> UMMC Resident, Fellow, APP Wellness Committee UMMC offers free biometric testing, smoking cessation resources, fitness paths found here:

		<a href="https://intra.umms.org/ummc/hr/employeehealth/wellness-programs">https://intra.umms.org/ummc/hr/employeehealth/wellness-programs</a> They also offer Team Member Support Programs: <a href="https://intra.umms.org/ummc/hr/employee-support">https://intra.umms.org/ummc/hr/employee-support</a> Team Member Benefits, Discounts, and Perks (including Pre/Postnatal Yoga, YMCA Membership discounts, MTA commuter discounts, and retirement counseling): <a href="https://intra.umms.org/ummc/hr/team-member-benefits">https://intra.umms.org/ummc/hr/team-member-benefits</a>
	Education on Risks, Signs, Symptoms of Fatigue and Impairment	GME Orientation & GME Orientation Manual GME Sleep Education Module in UMMSU Tools for self-screening for impairment <a href="https://www.umms.org/ummc/pros/gme/current/wellness/mental-health/screening">https://www.umms.org/ummc/pros/gme/current/wellness/mental-health/screening</a>
<b>Professionalism</b>	Education on Professionalism	GME Orientation Medical Staff Code of Professionalism Program Specific Competency Based Goals and Objectives, ACGME Milestones ABMS, Certifying Board Policies Medical License requirements
	Culture of Professionalism	Processes for monitoring and accurate documentation of workhours, moonlighting, case logs, MMCIP education and Clinical team processes to assure accurate and complete clinical documentation in EMR UMMSafe to report Professionalism concerns and compliments
	Conflicts of Interest	
	Patient perceptions of professional care	Patient Experience Reports HCAHPS Scorecards <a href="https://intra.umms.org/ummc/departments/patient-experience-and-c2x/patient-experience/patient-experience-reports">https://intra.umms.org/ummc/departments/patient-experience-and-c2x/patient-experience/patient-experience-reports</a>

**UMMC Resources:**

Daily Safety Huddle	<a href="https://umm.webex.com/umm/j.php?MTID=m4f174fe76b668bb4b8df8a5a593cc112">https://umm.webex.com/umm/j.php?MTID=m4f174fe76b668bb4b8df8a5a593cc112</a> Phone Number: +1-408-418-9388 Meeting ID: 2336 400 0341 Password: Huddle
Just Culture Algorithm, Toolkit, Policy	<a href="https://intra.umms.org/ummc/departments/quality-safety/just-culture">https://intra.umms.org/ummc/departments/quality-safety/just-culture</a>
Resilience in Stressful Events (RISE) Program (Care for the 2 <sup>nd</sup> Victim)	<a href="https://intra.umms.org/ummc/departments/quality-safety/rise">https://intra.umms.org/ummc/departments/quality-safety/rise</a>

UMMC Insider Division of Quality & Safety Page includes Quality & Safety Dashboards by Service	<a href="https://intra.umms.org/ummc/departments/quality-safety">https://intra.umms.org/ummc/departments/quality-safety</a>
UMMC Priorities for Patient Safety	
UMMC Plan for Improving Organizational Performance, Feb 2023	<a href="https://um-mc-universitycampus.policystat.com/policy/13154948/latest">https://um-mc-universitycampus.policystat.com/policy/13154948/latest</a>
UMMC Plan for Quality Assessment, Performance Improvement & Patient Safety – combined May 2023	
UMMS MMCIIP Clinical Risk Management	<a href="https://mmcip.org/clinical-risk-management">https://mmcip.org/clinical-risk-management</a>

**ACGME CLER Resources:**

CLER Pathways to Excellence Version 2.0	<a href="https://www.acgme.org/globalassets/pdfs/cler/1079acgme-cler2019pte-brochdigital.pdf">https://www.acgme.org/globalassets/pdfs/cler/1079acgme-cler2019pte-brochdigital.pdf</a>
CLER National Report of Findings 2022: The COVID-19 Pandemic and Its Impact on the CLE	<a href="https://www.acgme.org/globalassets/pdfs/cler/2022clernationaIreportoffindings.pdf">https://www.acgme.org/globalassets/pdfs/cler/2022clernationaIreportoffindings.pdf</a>
CLER National Report of Findings 2021	<a href="https://www.acgme.org/globalassets/pdfs/cler/2021clernationaIreportoffindings.pdf">https://www.acgme.org/globalassets/pdfs/cler/2021clernationaIreportoffindings.pdf</a>
CLER Report of Findings 2021: Subprotocol for Operative and Procedural Areas	<a href="https://www.acgme.org/globalassets/pdfs/cler/clersubop2021.pdf">https://www.acgme.org/globalassets/pdfs/cler/clersubop2021.pdf</a>