

99 Intern Orientation Boot Camp Based on CLER

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Background: The ACGME has shifted the focus of GME to heavily emphasize patient safety and quality improvement (QI). Resident involvement and education in patient safety and QI are now required. Most hospital orientation programs are new-employee on-boarding processes and do not cover these now mandatory disciplines. We sought to remedy this gap in hospital orientation. Educational Objectives: Using the Clinical Learning Environment Review (CLER) program as a conceptual framework, we created a one-day boot camp based on the six focus areas of CLER to introduce incoming interns to CLER focus areas and engage them in hospital QI activities.

Curricular Design: New interns in the emergency medicine, surgery, internal medicine, and oral maxillofacial residencies were divided into six multidisciplinary teams. In the morning session, teams rotated through six small group sessions led by physicians, nurses, quality officers, and nursing discussing patient safety, transitions of care, professionalism, patient centered care, supervision, and fatigue and stress management. Sessions were located throughout the medical center to better acclimatize interns to their new workplace. The lunch intersession consisted of a panel discussion with directors of quality and patient safety and the chief medical officer. In the afternoon session, teams admitted a mock patient utilizing the electronic health record and other IT systems. Lastly, each team responded to a mock code blue.

Impact: We created an orientation introducing new interns to the culture of safety and quality improvement processes based on the six focus areas of a CLER visit. Surveyed at the conclusion of the day, 97% of participants rated the boot camp as good, very good, or excellent. Sessions with highest satisfaction included sessions on transitions of care, professionalism, and the code blue. Using the CLER focus areas, we introduced and established the importance of patient safety and QI to new interns.

Figure 1. HiPSTIRs: The Intern Boot Camp 2013 Master Schedule.

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AM Session locations	Patient Safety/Floors and ICU	Transitions of Care: Signing Out and Consulting/ 8th Floor Call Rooms	Patient Centered Care and Communication/ ED Conference Room (in ER)	Fatigue, Stress, and Physician Impairment/ 6th Floor EM Conference Room	Professionalism/ Classroom A	Supervision:High Risk Meds&Procedures/ Classroom B
8am: Orientation	All teams	All teams	All teams	All teams	All teams	All teams
8:20 move to 1st group						
8:30 rotation 1	Red	Orange	Yellow	Green	Blue	Purple
9:00 SWITCH						
9:10 rotation 2	Purple	Red	Orange	Yellow	Green	Blue
9:40 SWITCH						
9:50 rotation3	Blue	Purple	Red	Orange	Yellow	Green
10:20 SWITCH						
10:30 rotation 4	Green	Blue	Purple	Red	Orange	Yellow

Figure 2. Groups organized by shirt color.

