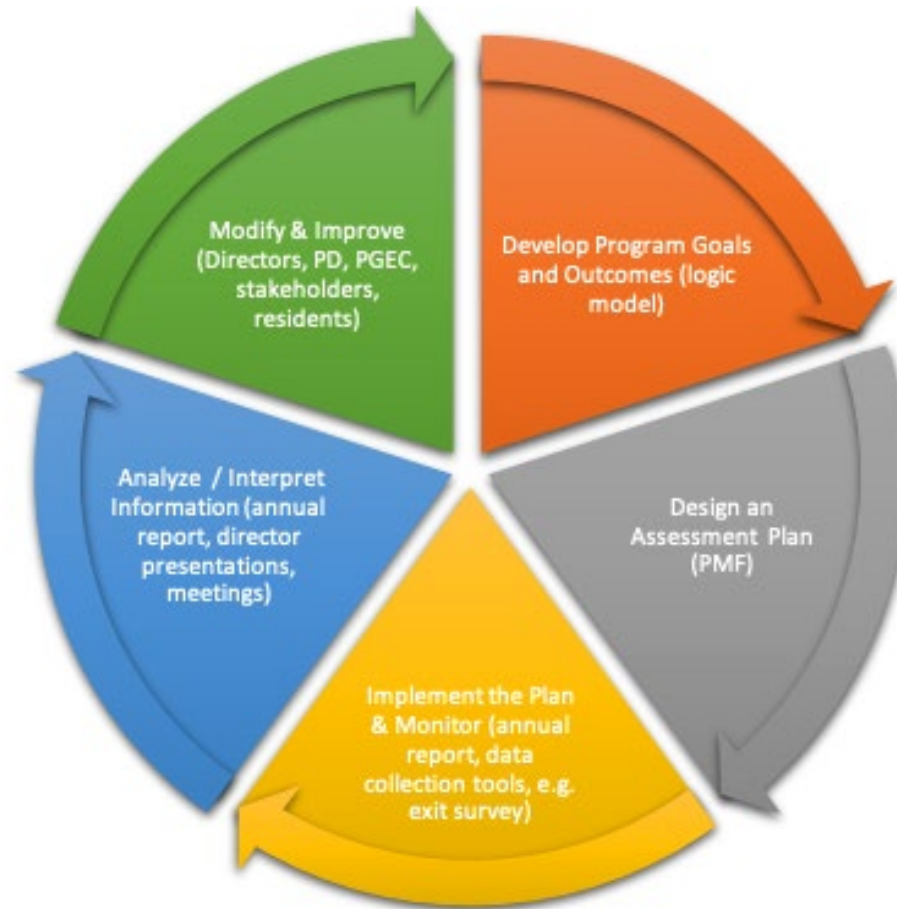


Continuous Quality Improvement (CQI)

Last Updated: November 2022



Source: <https://facdev.med.ubc.ca/guide-for-program-directors/continuous-quality-improvement-cqi/>

Rotations and Teaching Faculty

See also summary of teacher assessment slide [here](#)

Component being assessed:	Assessment mechanism:	Feedback review process:	Potential actions:	Frequency
Rotation experience (excluding supervisor)	Rotation experience ITER (completed by the resident)	<ul style="list-style-type: none"> • PM compiles annual summary report for PD review • If more than 4 responses, summary is shared with rotation site lead • If less than 4 responses, PD summarizes high-level feedback for rotation site lead 	<ul style="list-style-type: none"> • Rotation site leads respond to summary report (including any actions to be taken) • Summary reports and site responses shared with the RPC • Summary and proposed changes discussed at semi-annual site check-in meetings 	Annual <ul style="list-style-type: none"> • PM compiles reports in July • Reports shared in Sept RPC meeting • Reports discussed at Fall site check-ins • Summary of actions shared in Nov RPC meeting • Spring site check-ins provide opportunity for informal, qualitative feedback and planning for upcoming year
Faculty supervisor	Faculty supervisor ITER (completed by the resident)	<ul style="list-style-type: none"> • PM compiles annual summary report for PD review • If more than 4 responses, summary is shared with rotation site lead + faculty supervisor • If less than 4 responses, PD summarizes high-level feedback for rotation site lead + faculty supervisor 	<ul style="list-style-type: none"> • Site leads and PD discuss feedback directly with faculty supervisor and determine actions to be taken 	Annual <ul style="list-style-type: none"> • PM compiles reports in July • Follow-up discussions take place in Fall

Academic Half Day

Component being assessed:	Assessment mechanism:	Feedback review process:	Potential actions:	Frequency
Public Health Practice Speaker	AHD evaluation survey in one45 (completed by residents)	<ul style="list-style-type: none"> • PM compiles individual speaker reports for PD review • PM compiles summative report for PD review • If more than 4 responses, report is shared with speaker • If less than 4 responses, PD summarizes high-level feedback for speaker 	<ul style="list-style-type: none"> • Individual speaker reports and summative report shared with the AHD Design Team • AHD Design Team discusses findings with PD and individual speakers (<i>if needed</i>) • AHD Design Team summarizes actions to be taken • Summative report and AHD Design team actions shared with EDC 	Semi-Annual <ul style="list-style-type: none"> • PM compiles reports in January (for Sept-Dec sessions) • Reports shared at April RPC meeting • PM compiles reports in July (for Jan-June sessions) • Reports shared at Nov RPC meeting
	Summative Survey (Qualtrics)	<ul style="list-style-type: none"> • Survey asks residents for overall feedback on PHP sessions • PM releases survey in January and July • PM prepares summative report • Report shared with PD and topic leads 		

<p>Longitudinal AHD Themes (Exam Prep, Wellness, Research)</p>	<p>Summative Survey (Qualtrics)</p>	<ul style="list-style-type: none"> • PM releases survey in January and July • PM prepares summative report • Report shared with PD and topic leads 	<ul style="list-style-type: none"> • Reports shared with AHD Design Team • AHD Design Team discusses findings with PD and topic leads • AHD Design Team summarizes actions to be taken • AHD Design Team actions shared with EDC 	<p>Semi-Annual</p> <ul style="list-style-type: none"> • PM compiles reports in January (for Sept-Dec sessions) • Reports shared at April RPC meeting • PM compiles reports in July (for Jan-June sessions) • Reports shared at Nov RPC meeting
<p>Overall AHD</p>	<p>Qualitative verbal feedback via the Chief Resident</p>	<ul style="list-style-type: none"> • Chief Resident attends AHD Planning meeting on an ad hoc basis to participate in discussion and provide qualitative feedback on behalf of the residents 	<ul style="list-style-type: none"> • Feedback is incorporated by the AHD Design Team directly into planning • AHD Design Team compiles recommendations to share at next EDC meeting 	<ul style="list-style-type: none"> • Ongoing (ad hoc)
<p>On-call Bootcamp</p>	<p>Qualtrics survey</p>	<ul style="list-style-type: none"> • PM compiles report and shares with PD and AHD Design Team 	<ul style="list-style-type: none"> • PM, PD, and AHD Design Team prepare “lessons learned” and recommendations for subsequent bootcamps 	<ul style="list-style-type: none"> • Annual (July)
<p>Retreat</p>	<p>Qualtrics survey</p>	<ul style="list-style-type: none"> • PM compiles report and shares with PD and Wellness Committee 	<ul style="list-style-type: none"> • PM, PD and Wellness Committee prepare “lessons learned” and recommendations for subsequent retreats 	<ul style="list-style-type: none"> • Annual (August)

Faculty Professional Development

Component being assessed:	Assessment mechanism:	Feedback review process:	Potential actions:	Frequency
Faculty CPD Series	Session-specific survey (Qualtrics)	<ul style="list-style-type: none"> PM shares individual reports with speaker and PD PM prepares summative report and shares with PD and EDC 	<ul style="list-style-type: none"> EDC and PD discuss findings and determine actions to be taken Summative report and recommended actions shared with RPC 	Semi-annual <ul style="list-style-type: none"> PM compiles reports in March (for Sept-Feb sessions) Reports shared at June RPC PM compiles reports in Sept (for Mar-Aug sessions) Reports shared at Nov RPC
Teaching faculty overall program experience	Summative survey (Qualtrics)	<ul style="list-style-type: none"> PM compiles report and shares with PD and EDC 	<ul style="list-style-type: none"> EDC and PD discuss findings and determine actions to be taken Report and recommended actions shared with RPC 	Annual (April) <ul style="list-style-type: none"> Report shared at June RPC

Overall Resident Experience

Component being assessed:	Assessment mechanism:	Feedback review process:	Potential actions:	Frequency
Overall resident experience (including wellness, learning environments, competencies, assessments, admin support)	Resident survey (Qualtrics), which includes an assessment of the PD and the PM - AND/OR - Resident led qualitative feedback session at resident retreat led by Chief or delegates	<ul style="list-style-type: none"> Wellness Committee compiles report and shares with PM and PD Relevant findings shared with sub-committees (as appropriate) 	<ul style="list-style-type: none"> PD, PM, and relevant sub-committees discuss findings and determine actions to be taken Report and recommended actions shared with RPC 	Annual (July/Aug) <ul style="list-style-type: none"> Summative report shared at Sept RPC

	Resident Training Experience Evaluation (PGME)	<ul style="list-style-type: none"> • PD shares report from PGME with PM and IRC 	<ul style="list-style-type: none"> • PD, PM and IRC discuss findings and determine actions to be taken • Report and recommended actions shared with RPC 	Every two years (April) results in fall offset with governance (PGME sets schedule)
	Qualitative feedback sessions led by an external facilitator	<ul style="list-style-type: none"> • Facilitator compiles report for PD and PM • Relevant findings shared with sub-committees (as appropriate) 	<ul style="list-style-type: none"> • PD, PM, and relevant sub-committees discuss findings and determine actions to be taken • Report and recommended actions shared with RPC 	Annual (October) <ul style="list-style-type: none"> • Report shared at February RPC
	Formal PD review as part of annual resident retreat	<ul style="list-style-type: none"> • Residents discuss and complete survey at annual resident retreat 	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Annual

Overall Governance Review

Component being assessed:	Assessment mechanism:	Feedback review process:	Potential actions:	Frequency
Governance structure including RPC and sub-committee function	RPOPS Governance Survey (PGME)	<ul style="list-style-type: none"> • PD shares report from PGME with RPC and IRC 	<ul style="list-style-type: none"> • PD, PM and RPC and IRC discuss findings and determine actions to be taken • Report and recommended actions shared with subcommittees 	Every two years (April) results in fall offset with resident experience (PGME sets schedule)
	Annual committee discussion on function and review of TOR	<ul style="list-style-type: none"> • Feedback reviewed and summarized for committees • Feedback reviewed by PM and Chairs 	<ul style="list-style-type: none"> • Changes to structure, function, or contents of TOR • Final versions approved by each committee and RPC 	Annual (May/June)

CQI Calendar

	Surveys Released / Report Compiled	PM and PD review / Individual Review	Sub-committee review	RPC review
July	Compile rotation experience ITER reports	Review AHD PHP speaker reports and share with speakers (if applicable)	Review AHD end of year summative survey with EDC	
	Compile faculty supervisor ITER reports			
	Compile AHD PHP speaker reports (for Jan-June sessions)	Review AHD end of year summative survey		
	Release end-of-year summative AHD survey (PHP & longitudinal theme)	Review overall resident experience Qualtrics survey		
	Release Bootcamp feedback survey			
August	Compile bootcamp survey report	Review rotation experience ITER reports	Prepare lessons learned and recommendations for bootcamps with AHD Design Team	
		Review/share faculty supervisor ITER reports with faculty (if applicable)	Review overall resident experience Qualtrics survey with Wellness Committee	
	Release Retreat feedback survey	Review AHD bootcamp and retreat reports		
September	Compile CPD series reports (for Mar-Aug sessions)	Review AHD retreat report	PD and site lead discuss faculty supervisor ITER reports with teaching faculty	Share rotation experience ITER reports to kick-off fall site check-ins
	Compile Retreat survey report		Discuss AHD reports with AHD Design Team and EDC	Review AHD end of year summative survey and

				recommendations from EDC
			Prepare lessons learned and recommendations for retreats with Wellness Committee	Review overall resident experience Qualtrics survey and Wellness Committee recommendations
October	Deliver qualitative feedback session for residents (with external facilitator)	Review CPD series reports	Discuss rotation experience ITER reports during fall site check-ins	
			Discuss CPD series reports with EDC	
November		Review resident feedback report from facilitator	Discuss resident feedback report with relevant sub-committees	Discuss rotation experience ITER reports and action plans
				Review AHD reports and action plans
				Review CPD series reports and action plans
January	Compile AHD PHP speaker reports (for Sept-Dec sessions)	Review AHD PHP speaker reports and share with speakers (if applicable)		
	Release mid-year summative AHD survey (PHP & longitudinal theme)			
February		Review AHD mid-year summative survey		Review resident feedback report from external facilitator and action plans from sub-committees
March	Compile CPD series reports (for Sept-Feb sessions)		Discuss qualitative rotation feedback at spring site check-ins	

			Discuss AHD reports with AHD Design Team and EDC	
April	Release teaching faculty program experience survey	Review CPD series reports	Discuss qualitative rotation feedback at spring site check-ins	Review AHD reports and action plans
	Receive RPOPS Governance Survey results from PGME (every two years)		Share RPOPS Governance report with RPC and IRC. Discuss recommended actions and share with sub-committees	
May	Compile teaching faculty experience report	Review teaching faculty experience report	Discuss CPD series reports with EDC	
			Discuss teaching faculty experience report with EDC	
			Sub-committee discussion on function and review of ToR	
June	Release AHD end of year survey			Review CPD series reports and action plans
	Release overall resident experience Qualtrics survey			Review teaching faculty experience report and action plan
				Review and approve new sub-committee ToR