

## Innovative Approaches

### Using a Web-based System for Monitoring Work Hours and Core Competencies

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**Background:** An electronic resident evaluation system to monitor compliance with the core competencies and duty hours.

**Methodology:** At end of each rotation, faculty receives an e-mail notification of an electronic form evaluating the resident in each of the core competencies. A reciprocal form is pre-populated and sent to the resident for completion regarding the faculty. This electronic form evaluates role modeling of competencies by faculty as well as other educational behaviors. The form asks rotation specific and duty hour questions. The residents receive an immediate e-mail notification when the faculty completes their evaluation. Residents cannot view this evaluation until they have completed their evaluation of the faculty. Faculty and residents are automatically reminded at predetermined intervals if evaluations are incomplete. Eventually the Program Director, Chairman and Associate Dean are notified if evaluations are incomplete.

**Results:** This electronic system improved the evaluation rate to greater than ninety percent. It allows for real time monitoring of completion rates with an automatic notification system for the Program Director if their resident receives a low score. The resident's evaluations of the faculty are data based in the Associate Dean's Office where they are stripped of identification, bundled, and sent to the Program Director. Monthly averages for work hour compliance are run for each rotation. This data is given to the Program Director with an expectation of correction if work hours are violated. Quarterly data for each residency program is presented at the GMCEC meetings and fulfills oversight of training programs ensuring compliance with duty hours.

**Conclusion:** This presentation would be valuable to institutions considering an electronic tool to ensure compliance with core competencies and duty hours.

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