

RAC-CBME MEETING MINUTES

DATE: February 1, 2021	TIME: 5:30pm	LOCATION: Zoom
MEETING CALLED BY	J. Vergel de Dios, Director of CBME Implementation, PGME	
ATTENDEES	A. Good; A. Teel; A. Zaki; C. Baker; C. Koerber; C. Lang; H. Li; J. Gencher; J. Krista; J. Vergel de Dios; K. Nelligan; L. Calderon; L. Champion; L. Sirisegaram; M. Abu Farhaneh; M. Lugowski; M. Shere; N. Musial; P. Morris; S. Hinton; S. Li; S. Ndoja; Y. Behzadian; Z. Hindi	
REGRETS	S. Wood	
NOTE TAKER	Clarissa Koerber (clarissa.koerber@schulich.uwo.ca)	

CALL TO ORDER & APPROVAL OF MINUTES

DISCUSSION	Meeting called to order by Dr. J. Vergel de Dios at 5:30pm. December 2020 meeting minutes were approved.
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1. ROYAL COLLEGE NATIONAL LEADS UPDATE – DR. J. VERGEL DE DIOS

DISCUSSION	<ul style="list-style-type: none"> Since there has not been a Royal College National Leads meeting since the previous RAC-CBME meeting, no updates available at this time.
ACTION ITEMS	<ul style="list-style-type: none"> None

2. ELENTRA UPDATE – P. MORRIS, A. GOOD, DR. J. VERGEL DE DIOS

DISCUSSION	<ul style="list-style-type: none"> 2.1 General Updates <ul style="list-style-type: none"> P. Morris provided an update on the ongoing Elentra development. IS continues to work on the development of the Dashboard and Logbook features. Next on the radar are narratives and reflections which should be finished by July 2021. Additionally, the PGME CBME team is actively working on preparing for the 2021 program launches. There will be 11 programs launching on July 1, 2021 which includes the 2017 programs migrating from ePortfolio to Elentra, Anesthesiology and Otolaryngology. P. Morris addressed several concerns that were raised during the resident-only portion of the previous RAC-CBME meeting. <ul style="list-style-type: none"> The first issue was concerning the extra login required to access the reports portal and whether this can be avoided. The IS team is aware of PGME's concern and we are hopeful they can find a solution. The second issue was concerning faculty PINs and preferred email addresses. A prominent barrier to EPA completion is assessors not knowing what their PIN is. P. Morris assured that whenever a program attends Elentra training, the importance of the PIN is emphasized, and all faculty members are shown how to set and reset it. Faculty members also have the ability to enter a preferred email and are shown how to do so. We hope this issue will improve over time. It was asked whether it is possible for LHSC email addresses to be set as the default in Elentra user accounts. P. Morris explained that this is not possible. Elentra user accounts are created using a linked database that contains all faculty information, making the default UWO email addresses. However, faculty are shown how to change their email addresses if they prefer to use a different one within Elentra. Another concern was about expiring EPA notifications. P. Morris explained that a disconnect exists about the type of information sent in expiring EPA emails. P. Morris is going to ask the IS department for a copy of the exact wording that is used in automated emails to ensure that they contain as much detail as possible, making it easier to identify the specific EPA and assessor.
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	<ul style="list-style-type: none"> ▪ The question was raised as to whether an email reminder button can be added to resident Elentra profiles. P. Morris explained that PAs have the ability to send a reminder to assessors with the click of a button within Elentra. The IS team stated that this feature can be easily implemented for residents as well. The button would be implemented on an all-or-none basis across all resident Elentra profiles. If this is something that residents are interested in, P. Morris is happy to request that it be added to their Elentra profiles, however it would not be implemented immediately as IS is currently focused on the Dashboard. P. Morris suggested that we could look at moving the reminder date from 28 days, down to 14 or 7 days as this is something that IS could do relatively quickly in the meantime. Changes to the reminder date would also be implemented on an all-or-none basis for all programs. After discussing the options, it was decided that residents would like the ability to trigger reminder emails and to move the reminder date within 4 days as this allows for timely feedback. ▪ Finally, it was asked why assessors are required to login to Elentra on some occasions, but not all. One possible reason for this is when an individual closes the tab after accessing Elentra but does not exit the browser. When this occurs, upon reopening a tab to access Elentra, no login will be required. This is why it is important to always exit the browser. Another possibility is that sometimes a faculty member is added as an external assessor, despite them already having a regular Elentra user account. This creates a duplicate user account. If a resident selects the external assessor account, no login is required. Alternatively, if the faculty account is selected, a login is required. Ideally, the assessor should always be required to login. <ul style="list-style-type: none"> • 2.2 EPA Expiry Program Reports <ul style="list-style-type: none"> ○ A. Good explained that the purpose of EPA Expiry Program Reports is to ensure that programs periodically (four times per year) receive a high-level overview of their performance on hitting EPA targets and how they compare to other programs. Data is anonymized and will supplement the faculty assessor data that is found in their report portal in Elentra. This will allow for programs to track their progress and hopefully improve with every report. The first report went out to Elentra programs in December 2020 and the next report is due to go out in March 2021. ○ Surveys were also circulated which yielded interesting feedback. If residents are interested in seeing the survey results, A. Good is happy to discuss this at the next meeting. • 2.3 Elentra App <ul style="list-style-type: none"> ○ P. Morris explained that there is an Elentra app written by Queen's University which we are testing to see how it works in general and with Schulich Elentra customizations. So far, it seems to be working well when triggering and completing EPA assessments. Consensus among residents is that nobody was aware that an Elentra app existed. The app has not yet been advertised at Schulich as it is still in the testing stage. J. Vergel de Dios stated that this is something that can be discussed at the next meeting and asked that committee members test the app on their mobile devices in the meantime. If/when we know that it has positive reviews among Schulich residents, then we can submit a request to IS to work on ensuring that local customizations are compatible with the app and advertise its use within the broader Schulich community. Please note there is no guarantee that our IS team will have the resources to do this, we are just investigating at this point. A. Zaki clarified that this is an Elentra mobile app that is downloaded in the app store and not simply accessing Elentra on a mobile browser. • 2.4 Generic Profile for Allied Health Care Workers <ul style="list-style-type: none"> ○ P. Morris stated that there is no update as of present, however IS is looking into various options. They are looking into the possibility of updating the external assessor feature to pre-populate external assessors that are expected to complete EPAs.
ACTION ITEMS	<ul style="list-style-type: none"> • P. Morris to speak with IS about implementing resident reminder email feature and changing reminder date. • Residents to test Elentra mobile app and report on its performance at the next RAC-CBME meeting.

3. RAC-CBME RESIDENT SURVEY RESULTS – DR. A. ZAKI

DISCUSSION

- A. Zaki provided an overview of the RAC-CBME Resident Survey Results. The survey was 22 questions in length and remained active from December 2020-January 2021. It yielded almost 200 responses, many of which came from PGY1s and PGY4s.
- The main barriers that residents encounter in completing EPAs are assessors not completing the EPAs sent to them and residents forgetting to ask for an assessment. Many of the comments concerning barriers to asking for EPAs revolved around faculty being too busy and residents not wanting to burden them by requesting an assessment. Residents' perceptions of faculty feelings toward completing EPAs show that most (approximately 55%) faculty seem to hold a positive attitude towards completing EPAs, with 11% holding a negative attitude.
- Many residents feel that if they do not fill out the EPA themselves prior to sending it to the assessor, it will not be completed.
- Results showed that as you move down an EPA form, residents tend to fill out fewer sections (approximately 50% will fill out entrustment scores and milestones sections, with fewer residents filling out feedback and next steps sections).
- Approximately 25% of residents that receive an entrustment scale rating between 1-3 feel disappointed with these scores, and another 25% feel that it is valuable. When looking at the written comments, some residents sense that consultants feel they are obligated to give certain scores to indicate that a resident is still in training. This demonstrates that more education is required for those completing EPAs.
- Approximately 50% find written feedback not/slightly useful, and only 25% find it very/extremely useful. Approximately 50% use written feedback to set learning objectives, and 33% do use it.
- For the most part, respondents feel that Competence Committees are transparent and fair in their decisions.
- Approximately, 75% of residents complete EPAs for junior residents or clerks, but only 35% reported receiving formal training (60% reported they did not receive any EPA-related training; 12% were unsure). Most residents will give a junior resident an entrustment score of 4, with the number of lower scores given out decreasing as the score gets lower. Most of the time, a resident will not give another resident an entrustment score of 1-2.
- The top three reported challenges of being in a CBME program are getting faculty engaged, getting good quality feedback, and the functionality of Elentra. A. Zaki suggested that all residents read the written comments of the report as they provide good insight. Most hope for complete buy-in amongst faculty in terms of completing EPAs on time, improving Elentra functionality, increased communication from Competence Committees in terms of progress, improved direction from the Royal College, and more resident development and training initiatives.
- When asked how stressed residents feel about having to complete EPAs, most feel moderately or extremely stressed.
- General comments show that some residents feel that CBME is great, while others are disappointed with the transition.
- A. Zaki wrapped up by summarizing key takeaways. Going forward, efforts should be focused on increasing faculty initiative and supporting residents in completing EPAs.
- J. Vergel de Dios stated that no comments were left out and that survey results are honest and transparent. PGME understands the stress that residents face and our goal is to improve upon these areas of concerns. Results will be shared in various committee meetings and will be referenced in individual program meetings. Our survey results are similar to those reported in the FMRQ report; therefore, we know that other residents across the country face similar challenges and that the FMRQ report is applicable to Schulich. J. Vergel de Dios will share survey data at the next National Leads meeting in February.
- A. Zaki explained that he continues to interview those who opted into an optional interview. If anyone else is interested in participating in a phone/Zoom interview or wants the opportunity to share feedback in a confidential setting, they are encouraged to reach out.
- J. Vergel de Dios assured that any information shared in the RAC-CBME meetings and during the resident-only portion is anonymized, therefore you do not need to worry that your program will hear what you say.
- L. Champion proposed that this is less of an EPA issue and more of a faculty issue in that not enough faculty members understand or embrace CBME and residents are then put in a stressful situation because of this. The information that A. Good put together and distributed in the EPA Expiry Reports has been effective in getting programs to recognize and begin improving upon their downfalls. She hopes that this information coupled with the resident survey results will lead to widespread improvement.

ACTION ITEMS	<ul style="list-style-type: none"> • Dr. J. Vergel de Dios to share resident survey results at the next National Leads meeting in February. • Residents to read the RAC-CBME Resident Survey results if they have not already done so. • Residents to read the FMRQ Report if they have not already done so. • Residents to reach out to Dr. A. Zaki if interested in participating in an optional phone/Zoom interview.
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4. GENERAL UPDATES – DR. J. VERGEL DE DIOS

DISCUSSION	<ul style="list-style-type: none"> • 3.1 Feedback and Coaching Workshop <ul style="list-style-type: none"> ○ The feedback and coaching workshop with Dr. Chris Watling will take place on April 29 and May 11, 2021. More details will be shared in the coming weeks. ○ The primary focus of this event is on 2021 programs (faculty and residents), however if there is enough interest among all residents, the event can be opened up to all programs. J. Vergel de Dios asked that resident representatives share the event and report if there is interest among their groups. • 3.2 CBME Innovator Incubator Event with CERI <ul style="list-style-type: none"> ○ J. Vergel de Dios explained that this will be an opportunity to share stories about any innovations, challenges, or questions that you have about CBME. More details to come over the coming weeks.
ACTION ITEMS	<ul style="list-style-type: none"> • Resident representatives to inform their groups on the feedback and coaching workshop and report back whether there is interest in participating in the event.

5. REP UPDATES + INTERIM QUESTIONS – DR. A. ZAKI

DISCUSSION	<ul style="list-style-type: none"> • With regards to the wellness and stress aspect of the resident survey results, it was asked that this information be shared with Wellness Committees, so they are aware of the stressors that residents face. • It was mentioned that a major stressor is not knowing where one stands in terms of progress (what is complete/outstanding). Residents are left to use other means (e.g., spreadsheets) to track progress. P. Morris stated that this will be addressed with the Dashboard and that a mock-up can be shared at the next meeting. • It was asked whether residents are free to share survey results. J. Vergel de Dios encouraged residents to share and distribute results freely. • It was suggested that residents start a Google Doc where all can contribute to building a best practices document containing advice for future residents on completing EPAs. • J. Vergel de Dios explained that in a faculty development meeting, an individual near retirement has sometimes been devoting portions of their day to completing assessments for residents. J. Vergel de Dios asked whether any residents have encountered anyone in their department that is doing this and whether it is helpful. While nobody has encountered such a situation, they do think it could be helpful, however there is value in gathering feedback from faculty across all spectrums of their career.
ACTION ITEMS	<ul style="list-style-type: none"> • J. Vergel de Dios to share survey results with Wellness Committees. • P. Morris to share mock-up of Dashboard at next RAC-CBME meeting.

6. RESIDENT-ONLY PORTION – DR. A. ZAKI

DISCUSSION	<ul style="list-style-type: none"> • Reminder emails: <ul style="list-style-type: none"> ○ Residents requested that there should be a button for them to push to send a reminder to the consultant that there is/are pending EPAs. ○ After an EPA is sent, a reminder email should automatically be sent out after 4 days if the EPA has not been completed yet. • EPA Difficulties: <ul style="list-style-type: none"> ○ All EPAs are being sent to one/few faculty members because they are known to complete them and residents are less likely to send an EPA to someone who is known not to complete EPAs or gives low scores. <ul style="list-style-type: none"> ▪ Solution for better staff engagement:
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	<ul style="list-style-type: none"> • Staff unlikely to fill EPAs should still have EPAs sent to them, so it is documented that EPAs end up expiring. • Professionalism lapse for staff if EPAs are not filled out <ul style="list-style-type: none"> ○ Documented in faculty file and brought up during performance review or when contracts are being negotiated. • Resident comments should be included in accreditation reports in a CBME section. • Awards for staff that trigger EPAs for residents. • End of rotation evaluation for staff should include a section regarding whether they complete EPAs/quality of their feedback. ○ Residents are sending EPAs pre-filled and no changes are made by the staff. <ul style="list-style-type: none"> ■ It was suggested to add a track changes feature be added so that the resident/program can see if pre-filled comments are updated. ○ Program Directors are sending conflicting messages on EPA requirements. <ul style="list-style-type: none"> ■ In previous years some options were not available to residents (e.g., allied health filling out EPAs) and were told to ignore that requirement, however, it is now being brought back up that the resident missed this EPA and are in trouble for not getting it. ■ Fellows previously counted as staff as you work one-on-one with fellows in certain clinical scenarios. In Oct/Nov, fellows no longer counted as staff. This change was not communicated to residents and now residents are deficient in certain EPAs. Can fellows be changed back to staff? • Resident Wellness: <ul style="list-style-type: none"> ○ Residents are threatened with professionalism lapses if they don't complete EPAs even though they are sending them to faculty who let them expire. ○ Adds a lot of stress to residents especially as they near the end of their careers, since they don't want that on our files when applying to jobs. ○ Residents have been threatened with consequences for not completing EPAs but there are actually no consequences or repercussions for not completing them. ○ It's a lot of pressure on residents when the onus is only on residents. <ul style="list-style-type: none"> ○ There is a minimum number of EPAs that residents need to complete per week, why doesn't that number apply to staff as well? <ul style="list-style-type: none"> ■ Staff disappear at the end of a clinic or at the end of an OR case, so there is not an opportunity to ask them to fill them out. • Survey Comments: <ul style="list-style-type: none"> ○ It was concluded that perhaps residents do not like EPAs because the onus is on them and if there was better engagement from the staff then it would be easier. It is the way it is currently being instituted, not the overall idea of it. ○ If the interface allowed us to track EPAs it would be easier. Residents were wondering about an interim solution while we wait for software updates.
ACTION ITEMS	<ul style="list-style-type: none"> • J. Vergel de Dios to ask programs if rules changed for fellows' completing EPAs for residents no longer count. • J. Verge de Dios to investigate the issue about allied health care workers and residents now being required to redo EPAs they were told to previously ignore. • J. Vergel de Dios and L. Champion to bring forth importance of faculty accountability and professionalism for EPA completion to PGME Committee, PGME CBME Steering Committee, and Clinical Chairs <ul style="list-style-type: none"> ○ A. Zaki and S. Hinton asked by J. Vergel de Dios to draft a letter coming from RAC-CBME members (no individual names required) about the issue and concern about faculty accountability so that this can be shared with the above stakeholders. Such a letter can have much more of an impact than only mentioning the topic at meetings. • P. Morris to answer Elentra-related questions about track changes, interim solution until the Dashboard is launched

ADJOURNMENT & NEXT MEETING

Date and time of next meeting: March 29, 2021 at 5:30pm