

The Accreditation Council for Graduate Medical Education

Clinical Learning Environment Review Program

Talking Points

What is CLER?

The ACGME identifies the public's need for a physician workforce that is adept at meeting the needs of a rapidly changing and evolving health care environment.

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In response to this need, the ACGME implemented the CLER program to provide clinical learning environments affiliated with ACGME-accredited institutions with feedback that addresses the following six focus areas:

a. Patient Safety

c. Care Transitions

e. Well-Being

b. Health Care Quality

d. Supervision

f. Professionalism

Feedback provided after the CLER site visit provides an opportunity to improve how the clinical sites involve residents and fellows in learning to provide safe, high-quality, patient care. The basis for the site visits is to provide the clinical learning environments with detailed information on strengths and areas for which improvement may be acted on to improve patient care while optimizing the educational experience for residents and fellows.



Is there any other information that you can provide about the visit?

The following is a list of helpful hints for the CLER site visit:

If a reviewer approaches you to talk, please make yourself available if at all possible. Listen carefully to the reviewer's question(s) and ask for clarification if you do not understand. It is acceptable to not know an answer, but share how you could get the answer (ask supervisor, check policy manual, etc.) Be polite, positive, confident and proud of the quality of care you provide. Describe examples Remember the reviewer is always observing, so remain focused on promptly answering call lights/alerts, addressing any patient care and/or safety concerns. Remember, several of TWCCCH/Geisinger Community Medical Center's initiatives have improved patient safety and clinical quality. Share project examples (for GCMC, share how projects align with 5-Star metrics.)

What types of questions or information will be requested by the site visitor?

The following is a sample of some questions that may be asked by the site visitor



Clinical Learning Environment Review

Possible CLER Questions	Residents	Staff	Faculty	Admin
What is an RCA?	X	X	X	X
Who participates in RCAs? Are they Interdepartmental? Interprofessional (e.g. not just other physicians, but pharmacists, nurses, techs, biomedical engineers, etc.)?	X	X	X	X
Do you work together with residents/fellows on RCAs?		X	X	X

Possible CLER Questions	Residents	Staff	Faculty	Admin
Do residents/fellows go through at least one Plan Do Study Act cycle?	X		X	
What types of patient safety activities do you participate in with residents and fellows?		X	X	X
What is the policy for reporting patient safety events?	X	X	X	X
Do you know how your individual QI and patient safety projects relate to the hospital's identified opportunities for improvement?	X			

Possible CLER Questions	Residents	Staff	Faculty	Admin
Do you know how your individual QI and patient safety projects relate to the Clinic/Hospital's overall plan? Do the faculty members? GMEC committee?	X		X	X
Do you know the hospital's quality goals?	X	X	X	X
What areas has the Sponsoring Institution identified as opportunities for improvement?	X	X	X	X
Have you reported Medical Errors, Unsafe Conditions, or Near Misses?	X			
Do residents file reports of safety concerns-or do they leave it to the nursing staff?		X	X	X

Possible CLER Questions	Residents	Staff	Faculty	Admin
Is there anything that would prohibit the residents from reporting a safety concern?	X	X	X	X
When residents report a concern, how do they receive feedback about the action taken?	X	X	X	X
How would you describe the “Just Culture” in your institution?	X	X	X	X
How effective is the dialogue during hand-offs?	X	X	X	
To residents/fellows is the level of supervision you experience adequate for your level of training? Under-supervised? Over-supervised?	X			

Possible CLER Questions	Residents	Staff	Faculty	Admin
<p>How do team members know what level of supervision is required for residents/fellows? Procedural competency is found at: https://www.myevaluations.com/Procedures/ProcedureCertification.aspx</p>	X	X	X	X
<p>Are there any service areas where unprofessional behavior has been ongoing and unresolved?</p>	X	X	X	X
<p>What areas has the hospital identified as opportunities for improvement?</p>	X	X	X	X
<p>What organizational structures and administrative and clinical processes does the hospital have in place to support GME learning in each of the six focus areas?</p>			X	X

Possible CLER Questions	Residents	Staff	Faculty	Admin
How does the clinic/hospital determine the success of its efforts to integrate GME into the quality infrastructure? What are the outcome measures?			X	X
How integrated is the GME leadership and faculty within the sponsoring institution's (SI's) current clinical learning environment infrastructure?			X	X
How engaged are the residents and fellows in using the SI's current clinical learning environment infrastructure?			X	X
Who and what form the infrastructure of a Sponsoring Institution's clinical learning environment?			X	X

Possible CLER Questions	Residents	Staff	Faculty	Admin
How well do faculty and residents know the policies related to supervision? Transitions to care?	X	X	X	X
What is the policy for handoffs?	X	X	X	X
What type of handoff model is used? (e.g. I-PASS) Do you have a standardized method?	X	X	X	X
What about the handoffs between physician and nurses?	X	X	X	X
Does everyone identify themselves and their roles to the patients?	X	X	X	X
What happens when a resident is too tired to function during a shift or is too tired to safely drive home at the end of a shift?	X	X	X	X

Possible CLER Questions	Residents	Staff	Faculty	Admin
How effective are educational efforts around sleep, recognizing and preventing fatigue?	X		X	X
If the fatigue management policy for residents and fellows recommends strategic napping, do residents ever take strategic naps?	X	X	X	X
Do you use/participate in checklists, time-outs or step backs, briefings, debriefings, etc.?	X	X	X	X
What wellness and resilience resources are provided for residents and faculty at the clinic/hospital?			X	X