DEMONSTRATING
VALUE OF GME
Creating a Balanced Scorecard for GME

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Objectives

- Understand the concept of a balanced scorecard and its value to improving unit operations
- Evaluate a tool for developing a GME balanced scorecard for your institution
- Develop initial metrics for one area of a balanced scorecard for your institution
GREATEST VALUE?
DEMONSTRATING VALUE OF GME

- Definition of Value (Dictionary.com)
  - The relative worth, merit, or importance of an object, or service
  - To consider with respect to worth, excellence, usefulness or importance
Balanced Scorecard

- Kaplan and Norton 1992
- Answers four basic questions
  - Customer perspective (How do our customers see us)
  - Internal perspective (What must we excel at)
  - Innovation and learning perspective (Can we improve and create value)
  - Financial perspective (Are we good stewards of resources)
DEMONSTRATING VALUE OF GME

- OhioHealth developed 4 quadrant scorecard
  - Quality
  - Customer Service
  - Financial
  - Quality of worklife
Process

- DIOs, ADMEs, selected faculty met to draft document
- Developed lists of metrics for each quadrant
- Determined which metrics were currently measured
- Created Targets for each metric
- GMECs for feedback
- Implementation
Key Factors

- Need to develop SMART metrics
  - Specific, Measurable, Attainable, Relevant, Time bound
- Should be a metric available for most programs
- Metric should already be something measured at institution
- Key message is that this is an iterative process
Group Project (20 Minutes)

- Each table will work to develop a set of institutional metrics for one quadrant
- Answer questions at your table as a group
- Be prepared to report out the metrics developed
WORK GROUPS
BITSANDPIECES1.BLOGSPOT.COM/2008/01/TEAMWORK.HTML

TEAMWORK
Because bullets can only go through so many bodies.
OHIOHEALTH GME SCORECARD

- Quality
  - Institutional accreditation cycle length
  - Average Program Accreditation cycle length
  - Program Fill rate %
  - Resident attrition/off cycle
  - Primary board passage rate
  - Faculty scholarly activity
  - Resident scholarly activity
  - Adequate resident supervision
OHIOHEALTH GME SCORECARD

- Customer Service
  - Press-Ganey patient satisfaction in GME clinics
  - Student Satisfaction of rotations
  - CME satisfaction
Finance
- Medical Education Clinic volumes at budget
- Medical Education Clinic bottom line transfer at budget
- Resident food stipend at budget
- % Open positions in system filled with OH graduates
Quality of Worklife
- Medical education faculty satisfaction
- Duty hour violations
- Medical education associate engagement score
Conclusion

- Creating a GME balanced score card advantages
  - GME leaders determine value metrics
  - Aligns finance, strategy and operations
  - Iterative process refined over time