New Innovations (RMS)
Duty Hours Module Training

MMCGME

Metro MN Council on Graduate Medical Education

CONTENTS

OVERVIEW

The Duty Hours module is used to collect and report on your residents' work hours. A name change for this module is forthcoming to Work Hours. Work hours and duty hours are used interchangeably in this guide. You can take advantage of several reports to keep track of who is logging their hours and where any problems might be. You can also set up notifications to alert you when violations occur and to remind residents to log their hours.

TERMINOLOGY

Assignment Definitions - Assignment definition can be used by your trainees to log their hours if you need to break down the residents' work hours into more specific types of work. For example, instead of using the Duty Type of 'Clinic,' a program may need to use assignment definitions of 'AM Clinic' and 'PM Clinic.' See the Solution titled *Assignment Schedules* for more details.

Clinical Hours - Duty hours performed in a clinic setting vs. regular hours performed in a patient unit or other inpatient location

Duty Hour Logs - Residents and fellows log their work hours as duty hour logs. The system then checks the logged hours for compliance and violations.

Duty Hour Rules - Administrators set up duty hour rules for their program with one of the following duty hour rule sets: ACGME, ACGME Emergency Medicine, AOA and New York State. These guidelines are followed by the system to check resident logs and flag duty hour violations.

Duty Type - A duty type is a general description of the type of work trainees may perform. Examples include Shift, Conference and Clinic. They are in a global list, which means that they can be used by all departments.

Sign off - Sign off is the process of having residents verify that the hours are accurate and complete for the month or the rotation interval. Once the resident 'signs off' on their hours, the logs cannot be edited by the resident. This is most often used when the institution is using Duty Hour protocol for IRIS reporting.
NOTE: For all MMCGME programs, sign off is not used; instead trainees must approve their work/duty hours.

Violation - A duty hour log that breaks one of the configured Duty Hour Rules.

Rules with no change:

- 80 Hour
- Call
- Day Off

Rules that have changed:

24 + 4 Rule – Residents are no longer limited to working just 4 hours after working a 24 hour shift. According to the rules: after 24 hours of continuous in-house duty seeing patients, a resident may work as many hours as necessary for exceptional circumstances but may not see new patients.

Examples:

- Humanistic reasons
- Caring for a severely ill or unstable patient and the family
- Unique educational experience.

In the Duty Types, there is now a checkbox for work after 24 or 28 hours. If you use the OK after 28 hours option, the log will also be OK after 24 hours.

Short Break Rule – The recommendations for the first year and intermediate residents have been removed. The "should" requirements have been removed. Each resident must have 8 hours off between duties.

Work from Home – Residents can work from home and record the time in their Duty Hour logs. This is considered "unscheduled clinical work" and includes charting and taking work related calls. This type of work is not the same as "Home Call – Not Called In" where the resident logs hours even if they are not called in to the hospital.

Work From Home is to be logged at the Resident's discretion. ACGME states that this is not to be micromanaged by the programs and they are under no obligation to document it.

- These hours **do** count toward the 80 Hour Rule
- They **do not** count towards the Short Break Rule or the 24+

Night Float – Night Float restrictions have been removed. Do you use the Assignment Schedule to assign Night Float? You don't need to do anything to accommodate this change. Since the rule is no longer in effect, any logs with the Night Float Assignment Definition linked to a Duty Type of Night Float will not be checked for Night Float violations.

JUSTIFICATIONS

According to the ACGME, Justifications are no longer necessary to log. The new 24+ rules allow for the residents to log exceptional circumstances such as staying for humanitarian reasons or unique education opportunities. So there is no need for the justification process.

New Innovations is not removing the justification process for existing logs. Those justifications can be carried through to the end of the process. We just do not offer justifications for new logs.

The AOA 24+ rule still allows justifications

HOW RULE CHECKING WORKS

The ACGME has clarified in their FAQ's that all averaging rules must be checked within the confines of a rotation's start date and end dates. Specifically, they say that "Averaging must occur by rotation. This is done over one of the following: a four-week period; a one-month period; or the period of the rotation if it is shorter than four weeks."

Based on this statement, New Innovations has established the following requirements in their software:

- Rules will only be checked when residents are on a rotation. This means that **all residents must have a primary block schedule entered into New Innovations**.
- All duty hour reports will return data grouped by rule-checking periods, i.e. in four-week increments, one- month increments, or for the rotation period (if shorter than four weeks)
- Long rotations will be broken down into contiguous four-week check periods. So a 12-week rotation would be broken down into three four-week check periods. A 15-week rotation would be broken down into four four-week check periods, the last check period being the last four weeks in the rotation.

MANAGE DUTY HOURS - DASHBOARD

There are a variety of ways to keep tabs on your residents' duty hour logs to make sure they are logging hours and staying within the requirements outlined in the standards. New Innovations has streamlined their reports so that they all agree   and they each have a very specific purpose.

To navigate to the Duty Hour Dashboard, go to *Duty Hours > Dashboard*.

USAGE PANEL

This panel is divided into 6 smaller panels, representing this week and the past five weeks. Each week has three lines of information. The first one indicates how many of your residents have no log activity. It is represented by red, alerting you that this may be a problem area. The first line is residents who have not logged their duty hours this week. Then we have the yellow line, which shows residents have logged their duty hours for three days or less. And then the final line in green tells us how many residents have four or more days with logs.

Click one of the weeks to go to the Weekly Usage Monitor. This report lets you see the number of hours each for person has logged for each day of a week, and also clearly see who hasn't recorded any duty hours for specific days.

You can also email someone directly from this report which is sent immediately instead of the next morning. If you don't see an email icon for a person that means they do not have a primary email address in personnel data.

VIOLATIONS PANEL

This panel gives you trending information about violations in your department for the past six months and a count of violations that occurred in the last week. Below the chart is a list of information about Justifications entered prior to 7/1/17. This panel lets you know if there is any action to take.

Violations are listed for the date range at the top. You can change the date range to see violations from last week, this month and last month.

On the report, you can see the person's name, status, and rotation as well as violation information including the rule that was broken, a description of what happened, comments made and the duty type and log date of the violation. You can click the rule to drill down to see the actual logs that are associated with the violation.

This report can be customized by clicking Report Setup in the top right. You can filter by rule, department, status, and location and show rotators and log details.

COMPLIANCE PANEL

There are two pieces of information on this panel:

- A breakdown of resident compliance for each duty hour rule for the last completed rotation. The previous month is displayed. Click this section to go to the Compliance Report which shows today and the last 27 days (28 days total).
- The Program Information summary, which includes the average hours per week per resident, the average calls per week and the average days off per week for the past four weeks.

DUTY HOUR REPORTS

VIOLATIONS REPORT

The Violations Report lists all residents who have logged violations in your department for the selected time frame. Go to *Duty Hours > Reports > Violations.*

Name	Status	Rule	Description	Comments	Duty Type	Log Date	Rotation
Alden, Wyatt	PRG 3	ACGME 24+4	26 Consecutive hours worked. May not work over 24 hours doing non-transitional activities.	**Wyatt Alden wrote:** I didn't want to leave the patient I was covering. She was at a critical stage of treatment. *(2/7/2012 1:48 PM)*	Call	1/1/2012 7:00 AM	JAS:SURG:CARDIO THOR-GH
Blackman, Kristen	PRG 1	ACGME 24+4	24 Consecutive Hours Worked. Maximum Allowed is 16.		Call	9/1/2011 6:00 AM	JAS:SURG:UROLOGY-GH
Blackman, Kristen	PRG 1	ACGME Short Break	Only 3 Hrs Off Between Sep 2 2011 6:00AM And Sep 2 2011 9:00AM. Must Have 8 Hrs.		Rotation	9/2/2011 9:00 AM	JAS:SURG:UROLOGY-GH
Bruderline, Barbara	PRG-3	ACGME Short Break	Only 3 Hrs Off Between Jan 4 2012 6:00PM And Jan 4 2012 9:00PM. Must Have 8 Hrs.		Rotation	1/4/2012 9:00 PM	JAS:SURG:TEAM A-GH

Report controls: 9/1/2011 to 2/7/2012 | View Report | Report Setup | Last Week | Current Month | Last Month | Violations | J Justifications

- Last Week: Any violations starting in the previous calendar week, starting on the day indicated as the first day of the work week in Basic Configuration
- Last Month: Any violations logged in the previous calendar month
- Current Month: Any violations logged in the current calendar month
- Custom Date Range: Select this to designate a date range you'd like to use to view violations

By default, this report lists the following information for each violation:

- Resident's name and status
- The Duty Hour rule that was violated
- A description of the violation
- Comments attached to the log
- The duty type used in the log that caused the violation
- The start date of the log that caused the violation
- The name of the rotation

Click **Report Setup** to add or remove columns and change who appears on the report.

- Select specific rules and violations to view
- Limit statuses to narrow your focus to a specific group of people
- View violations for more than one department
- Show log details
- Include rotators
- List locations
- Show or hide columns

COMPLIANCE REPORT

Use this report to examine duty hour usage statistics and violation counts for residents, including:

- Rule compliance percentages by department or rotation
- Rule violation counts
- Average hours worked per week
- Call frequency
- Average number of days off per week
- Actual number of days off in the check period
- Number of vacation/leave days
- Logging compliance statistics

Compliance Report – By Department

1. Go to *Duty Hours > Reports > Compliance*
2. Select a date range
3. Click **View Report**

Group By Department or Rotation | Filter By Person											ACGME Violations					
Department	Logging Compliance				Rule Compliance						80Hr	Call	Off	NF	24+	SB
◢ JAS Surgery	People Complete: 12/13 = 92% Weeks Complete: 48/52 = 92%				80hr 11/13 = 85% Call 13/13 = 100% Off 13/13 = 100% 24+ 11/13 = 85% SB 13/13 = 100% NF 13/13 = 100%						2				9	

	Rotation	Check Period	Hrs/Wk	Call	Off/Wk	Off	V/L	Weeks Complete	80Hr	Call	Off	NF	24+	SB
◢	PRG 1 Blackman, Kristen													
	VAS	10/1/2011 - 10/31/2011	79.26	q0	0.9	4	0	4/4 = 100%						
◢	PRG 1 Davis, Elliott													
	URO	10/1/2011 - 10/31/2011	73.16	q0	0.9	4	0	4/4 = 100%						
	GEN SURG	10/1/2011 - 10/31/2011	75.87	q6.2	0.9	4	0	4/4 = 100%					4	

Compliance Report – By Rotation

To view the Compliance Report by Rotation, click on the **Rotation** link in the header.

On either view, you can click the Check Period to see the log details and violations:

Log Details

Violations:

Log Date	Duty Type	Rule	Description
4/1/2011 7:00 AM - 4/1/2011 10:00 AM	Post Call (up to 6 hrs worked after 24 hr call)	ACGME 24+4 (2011)	26 Consecutive Hour(s) Worked. Maximum Allowed is 16.
4/6/2011 7:00 AM - 4/6/2011 10:00 AM	Post Call (up to 6 hrs worked after 24 hr call)	ACGME 24+4 (2011)	27 Consecutive Hour(s) Worked. Maximum Allowed is 16.
4/14/2011 7:00 AM - 4/14/2011 10:00 AM	Conference/Didactics	ACGME 24+4 (2011)	27 Consecutive Hour(s) Worked. Maximum Allowed is 16.
4/23/2011 7:00 AM - 4/24/2011 8:00 AM	Call	ACGME 24+6	25 Consecutive Hour(s) Worked. May Not Work Over 24 Hour(s) While Seeing New Patients.
4/23/2011 7:00 AM - 4/24/2011 8:00 AM	Call	NYS 24+3	25 Consecutive Hour(s) Worked. May Not Work Over 24 Hour(s) While Seeing New Patients.
4/23/2011 7:00 AM - 4/24/2011 8:00 AM	Call	ACGME 24+4 (2011)	25 Consecutive Hour(s) Worked. Maximum Allowed is 16.
4/28/2011 7:00 AM - 4/28/2011 7:00 PM	Rotation	ACGME Day Off	Only 3 Free Period(s) Of 24 Hr(s) Found.

Export To Excel | Export To PDF

USAGE REPORTS

There are two Usage Reports, the Usage Summary Report and the Weekly Usage Report. These reports will be explained below:

USAGE SUMMARY REPORT

View the Usage Summary Report:

1. Go to *Duty Hours > Reports > Usage Summary*
2. Select a date range
3. Click **View Report**

Use this report to monitor residents' logging activity. This report displays:

- The number of approved/unapproved hours
- The total number of hours logged
- A Count of overlapping logs
- Missing signoff
- The number of days without logs
- The number of vacation/leave days
- The date and start time of the latest log entered
- The most recent date and time the logs were updated

Click each resident's name to view their duty hour logs. Click **Report Setup** to adjust the report settings.

Person	Department	Status	Approved Hrs	Unapproved Hrs	Total Hrs	Overlaps	Signoff Missing	Days w/o Logs	V/L Days	Latest Log	Last Updated
Blackman, Kristen	JAS Surgery	PRG 1	269	0	269	0		7	0	6/20/2011 7:00 AM	6/21/2011 8:51 AM
Davis, Elliott	JAS Surgery	PRG 1	172	0	172	0		13	0	6/18/2011 6:00 AM	6/21/2011 2:55 PM
Rowell, Chris	JAS Surgery	PRG 1	0	0	0	0		28	0		
Witherspoon, Dale	JAS Surgery	PRG 1	0	0	0	0		28	0		
Alden, Wyatt	JAS Surgery	PRG 2	247	0	247	0		8	0	6/17/2011 7:00 AM	6/20/2011 4:57 PM
Micale, Zach	JAS Surgery	PRG 2	0	0	0	0		28	0		

WEEKLY USAGE REPORT

View the Weekly Usage Report:

1. Go to *Duty Hours > Reports > Weekly Usage*
2. Select the Current Week, Last Week, etc.
3. Click **Details** to see the details for that resident

Use this report to see how many hours residents have logged for each day in a particular week. Use this report to:

- Check that residents are logging their hours on a week-to-week basis
- Look for days off by week
- Get a total number of hours worked that count towards the 80 hour rule
- See the total number of hours logged
- View duty hour log details
- Contact residents about their weekly logging habits

Click **Details** to see log entries and violations. Click the **Email** icon to email residents directly.

5/29/2011 to 6/4/2011
○ Current week ○ Last week ○ 2 weeks ago ● 3 weeks ago ○ 4 weeks ago ○ 5 weeks ago

Person	Rotation	Sun	Mon	Tue	Wed	Thu	Fri	Sat	80hr Total	Total Hours	
Atkins, Stuart	SC:FMR:Clinic Res-GGH	11	12	13	14	16	16		82	82	Details
Benez, Michelle	SC:FMR: Fam Med Internist-PVT	18	11	13	13	13	13	18	99	99	Details
Cameron, Chad	SC:FMR:Inpatient Service-FHC		6	6	6	12	12		42	42	Details
Caputo, Eric	SC:FMR:Derm-JDKUMH	8	11	11	11	24 VL	24 VL		33	89	Details
Chuku, Melina	SC:FMR:ED		24		12	11	11	12	70	70	Details

MY DUTY HOURS

Administrators can use the My Duty Hours pages to view Duty Hours data for individuals and see what residents see when they are managing their hours. Go to *Duty Hours > My Duty Hours.*

LOG HOURS

Use this page to enter Duty Hour logs or vacation/leave time for individual residents. Go to *Duty Hours > My Duty Hours > Log Hours.*

VIEW MY HOURS

Use this page to view Duty Hour logs for a specific person within a certain time period. You can edit hours, view and add comments, and see details for each log. Go to *Duty Hours > My Duty Hours > View Hours.*

MY VIOLATIONS

View and manage individual resident violations and justifications. Go to *Duty Hours > My Duty Hours >
My   Violations.*