

New Innovations (RMS) Work Hours Module Training



Table of Contents

Introduction to Work Hours	4
Access	5
Glossary.....	6
Overview	7
Work Types.....	7
Assignment Definitions	7
Use Assignment Definitions if:.....	7
Setting Work Hours Basic Configuration	8
More Options	9
Logging vacation/leave hours by Work Type	10
Email notifications	11
Delete Configuration	11
Notes.....	11
Auto-login.....	12
Notifications-Logging Reminders.....	13
Notifications - Remind Users to Sign-off on Work Hours	17
Set Up Signoff E-Mail Notifications.....	17
Notifications - Violation Alerts for Administrators.....	18
Signoff	21
Requirements	21
GME Users	21
Configure.....	22
Work Hour Rules 2017	23
Rules with No Change	23
Rules That Have Changed	23
New Option:	24
2017 ACGME Rule Configuration.....	25
ACGME 80 Hour.....	26
ACGME 24+	27

ACGME Call	28
ACGME Short Break	29
ACGME Day Off	30
Rule Checking for Long & Short Rotations	31
It's all about rotation length	31
Rotations longer than 31 days	31
Edit Work Hour Rule Configuration	32
Monitor Work Hours	33
Re-approve/Edit/Delete Resident Logs	33
Overview	33
Edit Logs	34
What is 'Did Not Work?'	34
Work Hours Dashboards	35
Compliance Panel	35
Usage Panel	37
Violations Panel	39
Hours Logged Reports	41
Hours Logged	41
Hours Logged by Location	42
Usage Reports	43
Usage Summary	43
Weekly Usage	45
Sign off Reports	47
Sign Off	47
Signoff- Delinquent Report	48
Signoff - Notification History Report	49
Compliance Reports	50
Compliance	50
Violations	52
Causes	53
Legacy Reports	55

Program Information (formerly PIF) 55

Introduction to Work Hours

The Work Hours module collects and reports on trainees' work hours. After configuring the work hour rules and setting up the basic options, the software will check work hour logs for rule violations. The work hours checking by rotation is based on the ACGME Policies and Procedures Work Hour Policy IV.A.2.

Features of this module include:

- Easy configuration of basic options and work hour rules for:
 - ACGME
 - AOA
 - New York State IPRO
- Notifications remind residents to log their hours and alert administrators to violations
- Residents log their hours and are immediately notified if a violation has occurred
- The Work Hours dashboard provides a quick overview of your program regarding usage, compliance and violations
- Summary reports keep track of problem areas and compliance issues
- Hours logged and violations are also displayed in the resident's Semi-Annual Review

Access

Administrators with Level 6 privileges in the Work Hours module of any Department can configure work hours for all Departments in an institution. By default, any person with Level 5 privileges in Work Hours may configure this module for their program. However, people with Level 6 privileges may turn off this Level 5 ability to configure the module.

The following privilege levels have access to the Work Hours module:

- **Level 6** - Setup/modify basic configuration, rule configuration, signoff configuration & static intervals; Limit Level 5 work hour access; Log, view, signoff, modify own and others hours; Generate reports on own and others hours.
- **Level 5** - Setup/modify basic configuration, rule configuration, signoff configuration & static intervals, if permitted by Level 6; Log, view, signoff, modify own hours; Log, approve and modify hours after signoff for others, if permitted by Level 6; Generate reports on own and others hours.
- **Level 4** - Log, view, signoff, modify own hours; Generate reports on own and others hours; Depending on Customized Security settings, modify hours after signoff.
- **Level 3** - Log, view, signoff, modify own hours; Generate reports on own hours; Depending on Customized Security settings, modify hours after signoff.
- **Level 2** - Log, view, signoff, modify own hours; Generate reports on own hours; Depending on Customized Security settings, modify hours after signoff.
- **Level 1** - Log, view, signoff, modify own hours; Generate reports on own hours; Depending on Customized Security settings, modify hours after signoff

Glossary

Assignment Definitions - Assignment definitions 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 Work Type of 'Clinic,' a program may need to use assignment definitions of 'AM Clinic' and 'PM Clinic.'

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

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

Work Hour Rules - Administrators set up work hour rules for their program with one of the following work 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 work hour violations.

Work Type - A work 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 Work Hour protocol for IRIS reporting.

Violation - A work hour log that breaks one of the configured Work Hour Rules.

Overview

The Work Hours module can be configured to have trainees log hours using either Work Types or Assignment Definitions. Information to help you decide which to use:

Work Types

- Are intended to be general descriptions of work
- Located in a Global table (Administration > Global Setup> Duty Types) which means they are the same for all Departments/Divisions
- Beneficial when work hours reports are generated at the GME level because it provides uniform reports across all Departments/Divisions
- For some institutions, only Level 6 administrators are permitted to add, edit or delete from the table
- If you cannot view the table in Global Setup, go to Work Hours > Basic Configuration. Click view list beside By Work Type
- Each Work Type contains attributes used in checking the work hour rules (Call, Night Float and Ok after 24)

Assignment Definitions

- Are part of a local table that are unique to each Department/Division
- Schedules, Assignment Scheduling > Setup > Assignment Definitions)
- Permit work descriptions using language recognizable to an individual Department/Division
- Are tied to Work Types which inherit attributes used in checking the work hour rules (Call, Night Float and Ok after 24)

Use Assignment Definitions if:

You want to use descriptions that include language that your trainees will recognize instead of using the general descriptions provided by Work Types (e.g. your department uses names like “short call” and “long call”, instead of just “Call”)

Or

Your institution is using the New Innovations IRIS reporting module and one of the rotations owned by your department is using duty hour protocol to determine the provider (you may need to check with your GME administrator)

Setting Work Hours Basic Configuration

For more information go to [Help>Tutorial Videos>Duty Hours \[9.02\]-Setup](#)

Configure the Work Hours module so that residents and fellows can log complete and accurate data. Logs can then be checked against user-defined work hour rules.

Administrators must have the following privilege levels:

- Level 5 or 6 privileges in the Work Hours module are necessary to set up the Basic Configuration and the Rule Configuration
- Level 6 privileges in the Work Hours module are necessary to set up the Basic Configuration and the Rule Configuration

The Basic Configuration page contains administrative options for setting up the Work Hours module. From here, administrators can define how residents and fellows log their Work Hours and vacation time.

1. Go to Work Hours > Basic Configuration

2. Select the first day of the work week and start time of the work week.

Notes:

- Start Time does not affect rule checking for ACGME policies or the display. Rule checking periods begin at midnight of the first day in the check period.

3. Choose Allow Users to Log options:

- **Future Hours:** Check this option to permit residents and fellows to log work hours before their scheduled time. When this option is enabled, hours in the future can be logged and they are checked against the rules, however they won't be marked as "approved." Once the date and time of the hours has passed, trainees or Administrators can go back and approve them. Future hours is selected by default.
- **Overlapping Hours:** Check the Overlapping Hours option to allow trainees to log hours for more than one work for the same time period. This option is the default for programs.
- **Training Location:** *Uncheck* this option if your institution uses IRIS and any of the rotations owned by your department are configured to use the Work Hours Protocol. *Check* this option if you want to provide trainees a dropdown list to specify where they were working. If trainees log work using assignment definitions, this option is not necessary.
 - Set the default training location to identify the name of the location that should appear first in the drop-down list when users log work hours.

- You can also enable the location list when logging vacation hours, if required for payroll purposes.

4. **Entry Method**

Decide whether trainees should describe their work using Work Types or

Assignment Definitions. Log hours by: Work Type [view list](#) Assignment Definition [view list](#)

- Work Types are general descriptions of work, such as Call or Clinic.
 - Assignment Definitions are more specific and are used when logs indicate exactly what type of work the user is logging. For instance, AM Clinic/PM Clinic or Short Call/Long Call. It will also include location information. See Assignment Definition – Create.
5. Select the Work Types or Assignment Definitions for trainees to choose from when logging their hours
1. Work Types: Ctrl+Click the Work Types trainees can use for logging
 2. Assignment Definition:
 1. Choose whether to allow residents to use all available assignment definitions or only those that trainees need
 2. Check the box to allow Administrators to view all assignment definitions
 3. Check the box to automatically enter the assignment definition start and end times when the log is started (mobile apps only)

More Options

When logging work hours, trainees can select the department they were working in. This department selection can default to the department they are working in, based on the rotation they are on according to the block schedule. They can also use that department's entry method, depending on your selections here:

1. Use the Work Hour entry method selected during data entry. If you enable this option, the work hour data entry method (either by Work Type or by Assignment Definition) may change for the person logging hours. This means that when the user changes departments, the new department's work hour entry method will be used for any new hours logged in this session. When this option is used in conjunction with the option below, users can easily log hours on external rotations according to the work hour rules and assignments or Work Types of the external rotation's host department.
2. Auto-select department where user is on rotation. Enabling this option will automatically select the department where the user is on rotation and load that department's list of Work Types or assignment definitions rather than the list

configured here. This does not preclude the user from changing the setting back to the home department or another department.

Logging vacation/leave hours by Work Type

Logging Vacation

Allow users to log their own Vacation Hours?

Yes No

Default Start Time (hh:mm am/pm)

12:00 AM



Default Duration (hh:mm)

24:00

24 hour maximum

- Always save vacation using default start time and duration
- Allow users to modify start time and duration before saving

If the By Work Type option is selected, then the system can use a calculation method consistent with ACGME's clarification about how vacation/leave relates to work hour rule exceptions and compliance.

1. Allow users to log Vacation/Leave hours. Choose No if an Administrator records vacation time.
2. Choose a Start Time if different than the default
3. Choose Duration of Vacation/Leave if different from the default
4. Decide if you want to Allow users to modify Start Time and Duration before saving their hours

Email notifications

Email Notifications

Allow email notifications to include **auto-login** links?

Yes No

Applies to logging reminders, violation emails, and justification emails.

1. Choose whether or not to provide the residents with the auto-login feature in notification emails
2. Save configuration for the entire page

Delete Configuration

Clicking Delete Configuration removes any configuration choices made on this page and on the rule configuration page for all selected departments. If you delete your configuration, no work hours can be logged until the Basic Configuration page is saved again and rules are reactivated.

Notes

If trainees are logging hours using our iPhone or Droid application, there is a possibility that they might log hours that overlap. If they have entered hours previously on their smart phone application and synchronized with New Innovations, those logs are removed from their device. If they then log the same hours again, and sync, the duplicated hours will be logged, even if overlaps are prohibited here in Basic Configuration.

Training locations are listed in the Global Setup options in the Administration module. Level 5 Administrators may not be able to view this list depending on specific security settings in Customized Security.

Auto-login

Allow your trainees and faculty to use the active link in their work hours emails to log into New Innovations.

1. **Go to Work Hours > Setup > Basic Configuration > Email Notifications**
2. Click **Yes** for 'Allow Auto Login'
3. Click **Save** at the bottom of the page

Notifications-Logging Reminders

For more information go to [Help>Tutorial Videos>Duty Hours \[9.16\] Notifications](#)

Go to **Work Hours > Setup column: Notifications > Logging**

1. Select Yes to remind users to log hours
2. Click Save
3. Click New
4. Enter a notification name (Example: Initial Reminder)

Email Distribution

5. Enter the frequency that the email notifications should be sent. Choose one of the following:
 - Send every ___ days: This option is not tied to logging. An email will be sent every 3 days; for example, even if the resident has been logging their hours.
 - Send after ___ days without a log: An email reminder is sent after ___ number of days with no entries logged. (Note: The email is triggered by checking the start date of the last entry logged; Even if part of the log falls within the 3 days, the end date has no bearing on the email being sent).
 - Repeat this notification every ___ days. - Check this box to send recurring email reminders. Enter how often they should be sent.
 - Choose when the email notifications should stop. Your options are:
 - No end date - The system will send emails until the resident logs/approves work hours.
 - End after ___ occurrences - This option sends the designated number of emails
 - End by (date entered) - The emails will automatically stop as of the designated date

Notification Name

Email Distribution


Send this logging notification reminder

every days. after days without a log.

Repeat this notification every days.

No End Date

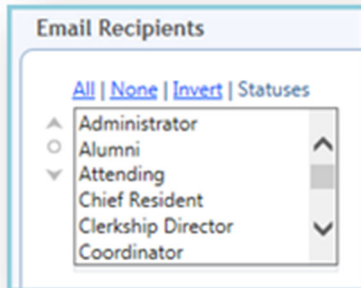
End after occurrences

End by 

Email Recipients

6. Select the statuses of the recipients.

Note All residents and fellows with the status types selected in this configuration will continue to receive the reminder even if they are not supposed to be logging hours. For example, a surgery fellow is doing research and not supposed to log hours. He or she will continue to receive reminders because their status is selected in this configuration.

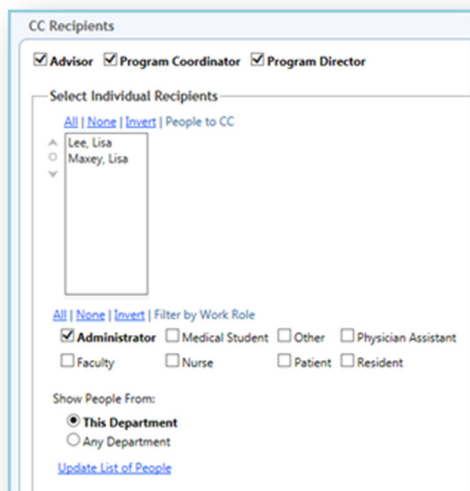


CC Recipients

7. Check the box for Advisor, Program Coordinator or Program Director to notify the resident's advisor.

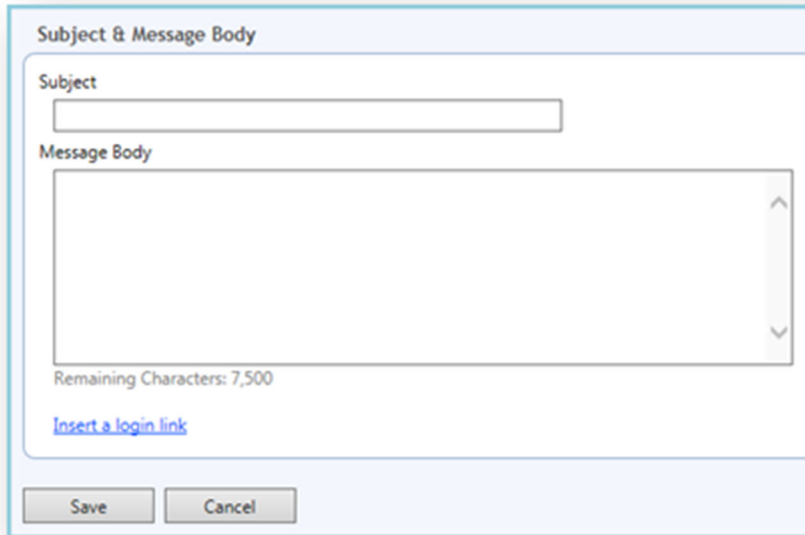
- Advisors must be designated in each resident's Personnel file.
- Program Coordinators and Program Directors must be designated in Administration > Program > Personnel.

8. Select Individual Recipients - Use the filters and the Update List of People link to view people with other status types and other departments.



Subject & Message Body

9. Enter a Subject line for the email.
10. Enter the text of the email in Message body. Insert a link to New Innovations.
11. Click Save



The image shows a software dialog box titled "Subject & Message Body". It contains a "Subject" label above a single-line text input field. Below that is a "Message Body" label above a multi-line text area with a vertical scrollbar. Underneath the text area, it says "Remaining Characters: 7,500". A blue, underlined link "Insert a login link" is positioned below the character count. At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

Auto-login to Work Hours

The logging reminders can include an auto-login link that recipients can use to take them directly into the Work Hours module. Enable the auto-login feature on the Basic Configuration page in the Setup area to include this link.

Notifications - Remind Users to Sign-off on Work Hours

For more information go to [Help>Tutorial Videos>Duty Hours \[9.16\] Notifications](#)

Set Up Signoff E-Mail Notifications

1. Go to Work Hours > Setup > Notifications > Signoff panel
2. Click New
3. Notification
 1. Enter a Name for the notification.
 2. Enter a Description
4. Subject & Message Body
 1. Enter a Subject line for the email. You may insert the interval name into subject line. Click Insert Interval Name.
 2. Enter the text of the email in Message body.
 1. Click Insert Interval Name to automatically add the interval name
 2. Click Insert Login Link to automatically add a link to New Innovations
5. Email Attachments
 1. Click Choose File to send a document with this email
 2. Select your document
 3. Click Upload
6. CC Recipients
 1. Check the box for Advisor to notify the resident's advisor. Note: Advisors must be designated in each resident's Personnel file.
 2. Select names. Use the filters and the Update List of People link to view people with other status types and other departments.
 3. Manually enter an email address for a person not in the system.
7. Email Distribution - Options can be used together or separately.
 1. Option A: Send emails on a regular basis
 1. Enter the number of days after signoff is available that an email should be sent
 2. Click Add
 2. Option B: Set Recurring Pattern - Check this option to establish a

recurring pattern beyond the original number of days entered.

1. Check box for Set Recurring Pattern
 2. Send Email every ___ day(s) - Enter how often to send email.
 3. No End Date - Email notifications will be sent indefinitely until signoff is completed.
 4. End after ___ occurrences - Sends the designated number of emails. Will stop even if signoff is not complete.
 5. End by (date entered) - Email notifications will stop on that date even if signoff is not complete
8. Click Save

Notifications - Violation Alerts for Administrators

1. **Go to Work Hours > Setup > Notifications > Violation**
2. Choose **Yes** to send daily email notifications
3. Enter subject for email
4. Email Recipients - Check the box for who should receive the email.
 - Program Coordinator and Program Director information is setup in Administration > Program > Personnel
 - Level 5 Admin information is from Personnel
5. Select name in left box and click the right arrow to move this person's name to the 'Selected People' box. Only people with email addresses are in the list.
 - Click Filter this List
 - Select other Work Roles and Departments
 - Click Update List of People
 - Select your person
6. Click **Save**

Basic Configuration Rule Configuration Signoff Configuration **Notifications**

Logging
Send emails to users reminding them to log their work hours.

Violation
Receive an email of yesterday's logging activity and the violations that were created.

Send daily email notification? Yes No

Email Subject:

Email Recipients

- Program Coordinator [View](#)
- Program Director [View](#)
- Level 5 Admins (Everyone with level 5 work hour privileges in this department)

Select Individual Recipients:

[All](#) | [None](#) | [Invert](#) | People to Choose From

[All](#) | [None](#) | [Invert](#) | Selected People

→

←

[Filter this List](#)

Level 6 Options

I want to apply this configuration to other departments.

Auto-Login to Work Hours

The violation notifications can include an auto-login link that recipients can use to take them directly into the Work Hours module. Enable the auto-login feature on the Basic Configuration page in the Setup area to include this link.

Configure Signoff

For more information go to [Help>Tutorial Videos>Duty Hours \[9.04\] Configure Signoff](#)

The Work Hour Signoff feature tracks work hour logging compliance for program trainees and was designed to replace having the residents sign an attestation that their hours are complete.

Trainees are prompted by the system each interval to sign off on their work hours, indicating that the hours are complete and correct for the block of time indicated. The resident checks the interval and when saved, their name and the date are recorded and the interval is removed from the list.

This feature can be configured to lock the work hour logs after signoff so no changes can be made to them. This is particularly useful for those organizations that calculate their IRIS reimbursement based on work hours recorded by the resident.

Requirements

Administrators need a Privilege Level of 5 or 6 in the Work Hours module to configure the Work Hours Sign-off feature.

At least one Academic Year must be identified as Primary for use with this feature. For instructions on designating an Academic Year as primary, see Administration > Software Setup > Academic Years.

GME Users

You can apply a sign off configuration globally for all programs only once. After that, when you try to apply the next academic year globally, the system sees that the programs already have a configuration and it will not let you override it. Also, you don't want to delete the existing configuration or interval dates because that will delete the sign off records. The solution is to have each program set up their own academic year sign off configuration for subsequent years.

Configure

1. **Go to Work Hours > Setup > Sign-off Configuration**
2. Select Yes to require users to sign off on their hours
3. Select the statuses of people who will be required to sign off
4. Select a primary academic year. If there is not a current academic year, please to Administration > Software Setup > Local Setup > Academic Years. Create a current academic year and mark as 'Primary'. Go to Work Hours and continue with the next step.
5. Select the intervals to be signed off
6. Enter the number of days before or after the end of the interval that signoff is available
7. Enter the number of days after availability that a resident is considered delinquent if they have not signed off on their logs for the interval
8. Select option to lock or not lock the intervals after sign-off
9. Enter text to be viewed on the signoff page
10. Click Insert Interval Name to have the interval name inserted in the signoff language. Residents see this message to the right of the interval check box when signing off
11. Click Save

Work Hour Rules 2017

For more information go to [Help>Tutorial Videos>Duty Hours> \[9.05\] 2017 DH Changes](#)

Rules with No Change

- 80 Hour
- Call
- Day Off

Rules That Have Changed

1. **24 +** - Residents are no longer limited to working just 4 hours after working a 24-hour shift. According to the 2017 Rules, a resident may work as many hours as necessary after 24 hours of continuous in-house work seeing patients. However, after 24 hours they cannot see patients. The next 4 hours are used for transition of care or exceptional circumstances.

Examples of exceptional circumstances:

- Humanistic reasons such as caring for an end-of-life patient and the family
- Unique educational experiences such as participating in an unusual or rare learning experience.

When you create a new Work Type, there is now a checkbox for work after 24 or 28 hours. Go to Administration > Software Setup > Global Setup > Duty Types.

Note: Level 5 users may be restricted from adding Duty Types.

Duty Types

Create/Edit Duty Type

Name * Archive this Duty Type

Select which attributes apply to this Duty Type

Call Clinic Night Float See New Patients OK After 24 hrs of work OK After 28 hrs of work

- OK after 24 hours of work - ex: transition of care
- OK after 28 hours of work - ex: exceptional circumstances

2. **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 Work Type of Night Float will not be checked and consequently, there will be no violations. Just make sure still have the Night Float Work Type included in the 80 Hour and the 24+ Rule.

3. **Short Break** - The 'should' requirements have been removed. Each resident 'must' have 8 hours off between duties.

New Option:

Work from Home - Residents can work from home and record the time in their work 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.

We have created a Work Type for this situation: 'Work from Home'

Unscheduled work from home can be logged at the Resident's discretion. ACGME also states that this is not to be micromanaged by the programs and they are under no obligation to document it.

- These hours count toward the 80 Rule
- They do not count towards the Short Break Rule

2017 ACGME Rule Configuration

For more information go to [Help>Tutorial Videos>Duty Hours \[9.05\] ACGME Rules](#)

The 2011 Work Hour Rules will continue to check rules for logs dated prior to 7/1/17, even if trainees are entering them after that date. The 2017 Rules will check logs entered after 7/1/2017. It is recommended that you keep your 2011 Rules configured until all logs are entered for last academic year. All reports will use the rules in place at the time the logs were entered.

1. **Go to Work Hours > Setup > Rule Configuration**
2. Click a rule
3. Fill in the field for the rule with the appropriate numbers for your program. The ACGME recommendation displays in the tool tip when you hover your cursor over the field in question.
4. Click Selected
5. Select all Work Types to be checked by the rule
6. Click **Submit**
7. Click Enforce
8. Continue for each rule

ACGME 80 Hour

ACGME 80 Hour

This rule states that one cannot work more than hours per week, averaged over a 4 week period inclusive of all in-house call activities.

Extension
Some rotations and statuses qualify for an extension of up to an additional hours per week.
Choose the [qualified rotations & statuses](#).

Choose the Work Types that apply to this rule.

1. Enter the number of hours per week that a trainee may work
2. An extension may be added by rotation to allow trainees to work longer than the regular number of hours. Enter the number of additional hours.
3. Click qualified rotations
4. Highlight the rotations to be extended
5. Choose the Work Types that apply to this rule by clicking the box
6. Check the applicable Work Types
7. Click Submit
8. Click Enforce

ACGME 24+

24 + Trainees are no longer limited to working just 4 hours after working a 24-hour shift. According to the 2017 Rules, a trainees may work as many hours as necessary after 24 hours of continuous in-house work seeing patients. However, after 24 hours they cannot see patients. The next 4 hours are used for transition of care and then they can continue work for exceptional circumstances.

Examples:

- Humanistic reasons such as caring for an end-of-life patient and the family
- Unique educational reasons.

There is a Work Type for Exceptional Circumstances. Mark the attribute for OK to work after 24 or 28 hours.

OK after 24 hours of work of continuous work - ex: Post call or transition of care

OK after 24 or 28 hours of continuous work - ex: exceptional circumstances

ACGME 24+

This rule states that all residents can work a maximum of hours of continuous in-house work. They may stay up to an additional hours to perform transitional activities. These activities are identified by logging [Work Types](#) with the "OK After 24" attribute. Any activity beyond that point is permitted only when logging Work Types with the "OK After 28" attribute.

Choose the Work Types that apply to this rule.

1. Enter the total number of hours that trainees can work in the first box
2. Enter the number of hours trainees can stay after working 24 hours
3. Click the box to select the Work Types that should be checked for this rule
4. Click **Submit**
5. Click Enforce

ACGME Call

ACGME Call

This rule states that an in-house call can occur no more frequently than once every nights.

averaged over a 4 week period.
 not averaged.

Choose the Call Work Types that apply to this Rule

1. Enter the number of days that must separate a call assignment
2. Choose to have the call reporting averaged or not averaged over a 4-week period.
3. Click Enforce


The Call rule checking is not limited to only the check period. If we only observed the check period, we could miss Calls that occur immediately before it. The rule is checked for a time span of 48 hours prior to the check period when the strict Q3 pattern is in play. Using this method of checking, a trainee could not be scheduled for Call on the last day of a rotation and then again on the first or second day of the next rotation.

ACGME Short Break

ACGME Short Break

Should have at least hours off for rest and personal activities between all daily work periods and hours off after 24 hours of continuous work.

Choose the Work Types that apply to this rule.



1. Enter the number of hours all trainees should have off between duties and after a continuous 24 hours
2. Click Configure
3. Click the box to select the Work Types that apply to the Short Break rule
4. Click **Submit**
5. Click Enforce

ACGME Day Off

ACGME Day Off

This rule states that one must have at least period(s) of hours without a work period per week averaged over a 4 week period.

Choose the Work Types that apply to this rule.

1. Enter the number of periods off a trainee must have
2. Enter the number of hours that make up the period
3. Click the box to select the Work Types that apply to the Day Off rule
4. Click Submit
5. Click Enforce

Rule Checking for Long & Short Rotations

The Work Hours module offers custom configuration and application of work hours rules for all users who are logging their work time in New Innovations.

1. Administrators set up the rules to check the users' work hours logs against the ACGME or New York State Rules (IPRO)
2. The system can then notify administrators, program directors, associate program directors, and other interested parties immediately when violations of the rules occur
3. Administrators can also generate reports about hours logged and violations of the work hours rules

ACGME and NYS (IPRO) rules may not be necessarily identical to the rules that have been configured for a department. Users are responsible for the understanding and specific application of these rules regarding their department. New Innovations is not liable for any individual user configuration and application of these rules.

It's all about rotation length

Through a clarification in the New ACGME standards, (see [Common Program Requirements FAQs](#), page 18, first thing under General Questions) a trainees work hours must be checked according to the length of the rotation they're scheduled on, minus any vacation days. This is particularly important for the rules that require averaging over a four-week period (80 Hour Rule, Day Off Rule, and Call Rule). Rotations shorter than 28 days are prorated up to a 28-day standard.

Rotations longer than 31 days

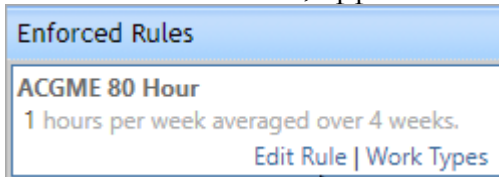
For rotations that are more than 31 days long, the system checks consecutive 28-day periods for averaging. If the last check period contains less than 28 days, the system checks the last 28 days of that rotation. For example, a resident is scheduled on their rotation from August 1 to September 30. This represents a rotation that is 61 days long.

These are the steps the software takes to check 3 four-week periods:

1. Check days August 1 – August 28 (28 days)
2. Check days August 29 – September 25 (28 days)
3. Check days September 3 – September 30 (28 days)

Edit Work Hour Rule Configuration

1. Go to **Work Hours > Setup column: Rule Configuration**
2. In the right column, hover over a rule and click **Edit Rule**
3. Make the edits
4. Click X Selected
5. Make sure all appropriate Work Types are checked for this rule
6. Click Submit
7. Click Enforce, approve or Edit Work Hours



Important Notice:

The system will not automatically re-check resident hours in the past if a rule is edited. An administrator or the resident will need to 're-approve' the hours to have them checked against the new rule configuration.


Monitor Work Hours

Re-approve/Edit/Delete Resident Logs

Overview


Sometimes you need to re-approve the work hour logs entered by your residents, especially if you make changes to your rule configuration or when the resident's rotation is changed to 'Primary' on their Block Schedule. When you re-approve their hours, you force the software to recheck your residents' work hour logs against the current work hour rules and Block Schedule.

Please be aware that you may encounter new violations as a result of the edit, or existing violations may disappear or change because of the new configuration.

1. **Go to Work Hours > View Hours**
2. Select a resident
3. Edit the date range to include the dates you want to view
4. Click **Update**
5. Place a check mark in the box labeled 'Approve'
6. Click 

Repeat this process for each resident.

Edit Logs

1. Go to **Work Hours > View Hours**
2. Select a resident
3. Edit the date range to include the dates you want to view
4. Click Update
5. Hover over the log to expose a drop-down option 
6. Select **Edit**
7. Make changes
8. Click **Save**

Note about editing hours: Training location is only available to edit when work hours are logged by Work Type. You cannot edit locations when using Assignment Definitions to log hours.

What is 'Did Not Work?'

This option is used when a log has been recorded before the actual hours are worked. This could happen when residents are capable of entering hours in the future or if hours are being populated from the Assignment Schedule. When 'Did Not Work' is selected, the log stays in the record but the hours are zeroed out and not counted in rule checking or reports.

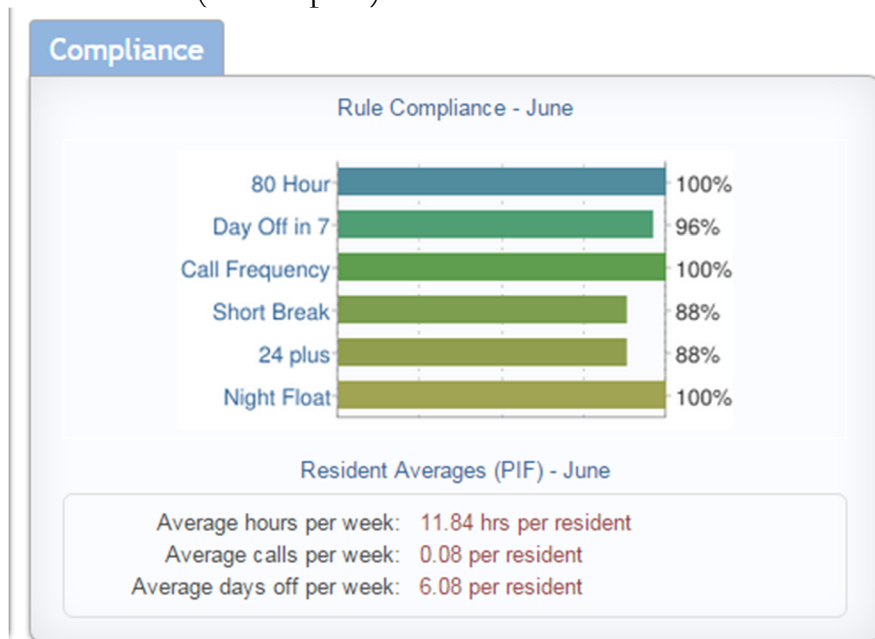
For more information go to [Help>Tutorial Videos>Duty Hours \[9.03\] Dashboard](#)
Work Hours Dashboards

Compliance Panel

Click [Work Hours > Dashboard](#)

This panel provides information about compliance and a PIF summary:

- A breakdown of resident compliance for each Work 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. This information can be used to complete a Program Information Form (PIF Report).



Report:

Click Report Setup to change filters and add information.

6/29/2015	to	7/28/2015	View Report
Group By <u>Department or Rotation</u> Filter By Person			
Department			Ru
Emergency Medicine			80 Of SB
Rotation	Check Period	Hrs/Wk	
PRG 1 Adams, Betsy Lynn			
EM VA	7/1/2015 - 7/31/2015	0	
PRG 1 Arshid, Balal Mounir			
EM	7/1/2015 - 7/31/2015	51.94	
PRG 1 Benn, Jason			
EM	7/1/2015 - 7/31/2015	56.45	
PRG 1 ...			

Usage Panel

Click Work Hours > Dashboard

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 work hours this week. Then we have the yellow line, which shows residents have logged their work 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 person has logged for each day of a week, and also clearly see who hasn't recorded any work hours for specific days.

Weekly Usage Report

7/26/2015 to 8/1/2015

Current week

Last week

2 weeks ago

3 weeks ago

4 weeks ago

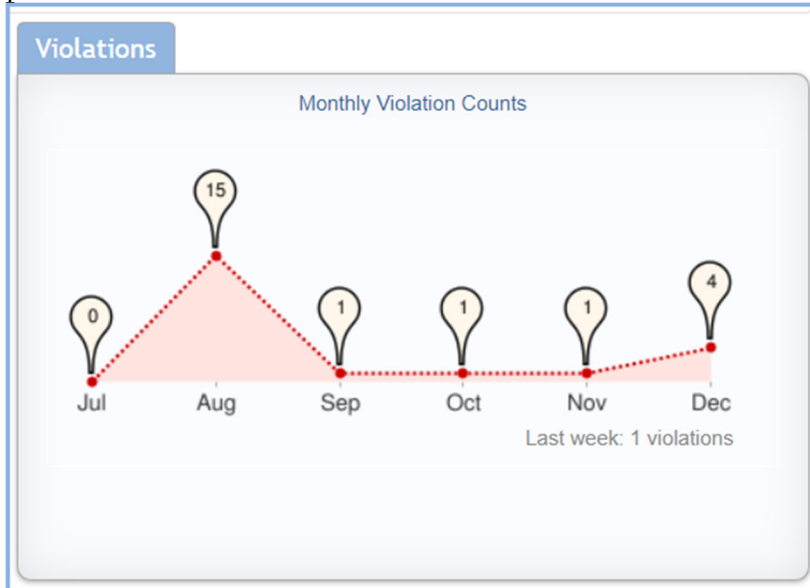
Person	Rotation	Sun	Mon	Tue	Wed	Th
Adams, Betsy Lynn	EM:EM:VA					
Agarwal, Needha	EM:EM	12	12		12	12
Arshid, Balal Mounir	EM:EM		10		12	12
Benn, Jason	EM:EM		12	12		12
Browning, Daniela	EM:EM:VA	7	12		12	12
Caputo, Eric Matthew	EM:EM:VA		12		12	12

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.

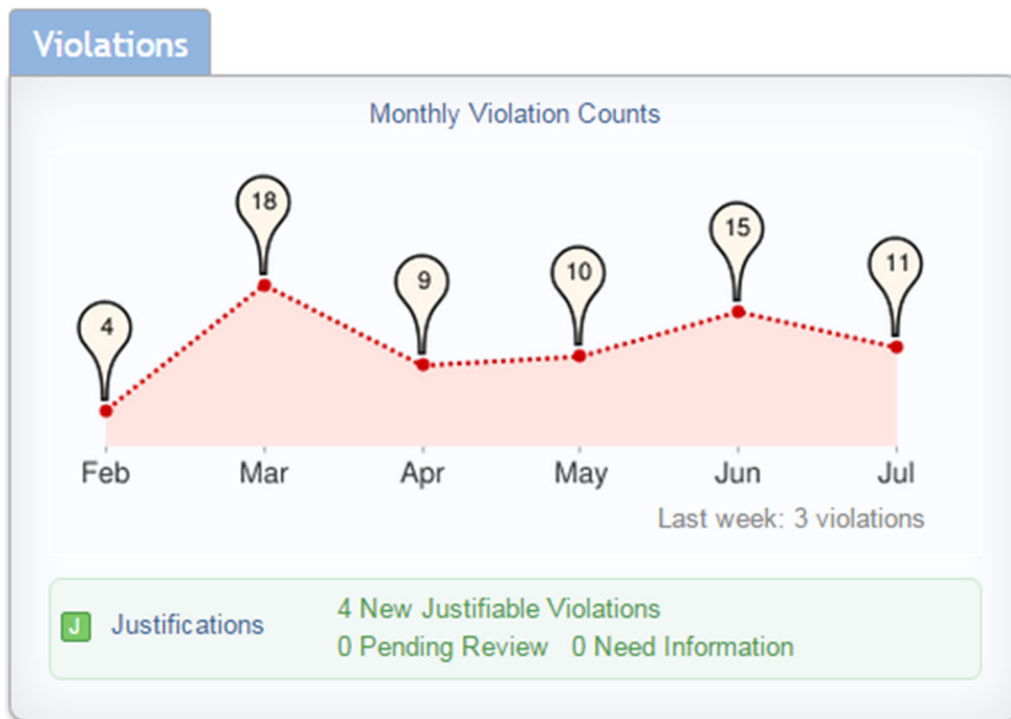
Violations Panel

Click Work Hours > Dashboard

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.



If you have justifications pending, you'll see that information below the chart for Justifications entered prior to 7/1/2017. This panel lets you know if there is any action to take.




Click on the panel to reveal the report.

Violations		Causes				
Name	Status	Rule	Description	Comments	Work Type	Log Date
Mr, Res A Div A	PRG 3	ACGME Short Break	Only 1 Hrs Off Between 8/1/2022 2:00 AM And 8/1/2022 3:00 AM. Should Have 8 Hrs.		FOO	8/1/20 AM

Export To

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 violated, a description of what happened, comments made and the Work 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.

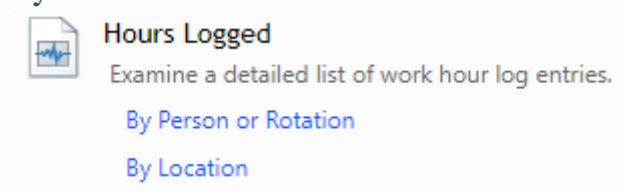
This report can be customized by clicking  in the top right. You can filter by rule, department, status, and location and show rotators and log details.

Hours Logged Reports

For more information go to [Help>Tutorial Videos>Duty Hours \[9.12\] Hours Logged Report](#)

Hours Logged

[Work Hours > Reports > In Hours Logged](#), click to view **By Person** or **Rotation** or **By Location**



- The Hours Logged Report displays work hour logs in three different ways:
- By Status
- By Rotation
- By Person

Use this report to:

- See work hour logs and total hours worked by status, rotation, or person
- Examine work hours at the log level and to get a total of hours logged for any reporting period.
- View log totals by collapsing lists of work hour logs

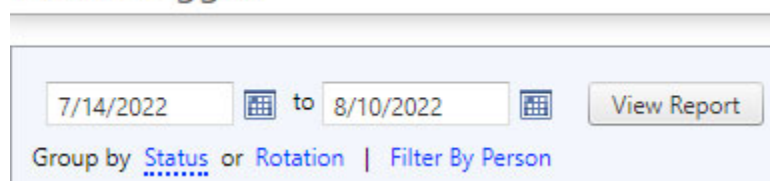
People

This report gathers information about all people who have:

- Resident statuses
- Primary rotation start and end dates that fall within or span the report's date range
- Scheduled primary rotations belong to departments included in the report setup

You change who appears on this report by means of status and rotation filters by hitting Report Setup or by clicking Filter by Person and selecting individuals.

Hours Logged



Hours Logged by Location

Purpose

This report displays the number of hours logged at specific training locations. The training location is pulled from the resident work hour logs when:

- Logging by Assignment Definition because a location is part of the definition
- Logging by Work Type and Location is part of the work hour Basic Configuration

Along with Location and Resident filters, you can add these details:

Misc Options

Show Details of Hours (Training Location, Hours, Person, SSN, PGY, Date, Department, Duty Type)

Group Totals by **Person Per Location** **Training Location Per Person** **Training Location** **Person**

Header Lg Sm

Footer Lg Sm

Include Date Range of Report

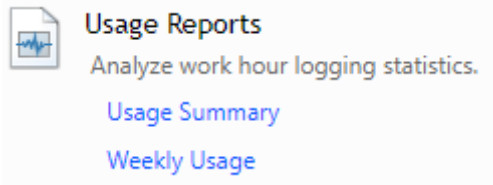
Include Current Date/Time

View Report

- Hours by Person Per Location
- Hours by Location Per Person

Usage Reports

Usage Summary



1. **Work Hours > Reports > In Usage Reports, click Usage Summary**

The Usage Summary displays each resident in your department and provides summary statistics about how residents log their work hours. Each person's name is a link and can be clicked on to see the logs that the statistics are based on.

Purpose

Use this report to check that residents are keeping up with their work hour logging and to see:

- 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

People

This report gathers information about all people with who have:

- Resident statuses
- Scheduled rotations (marked as Primary) that belong to the departments selected on the report setup page
- Scheduled rotation's start and end dates fall within the report's date range
- Their home department (as listed on the Block Schedule) is included in the Department filter
- Optional: If you include rotators, their rotations would need to belong to a department included in the Department filter

Click Report Setup to access filters and change who appears on this report.

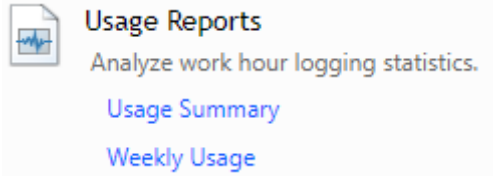
Usage Summary

Drag a column header and drop it here to group by that column											
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

For more information go to [Help>Tutorial Videos>Duty Hours \[9.11\] Usage Reports](#)

Work Hours > Reports > In Usage Reports, click Weekly Usage



The Weekly Usage Report displays how many hours residents have logged for each day in a particular week. Check the details link to see log entries and violations. If residents have primary email addresses listed in their Personnel records, you can email them directly by clicking the email icon.

Purpose

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 Work Hour log details
- Contact residents about their weekly logging habits

People

This report gathers information about all people who:

- Have resident statuses
- Are scheduled on primary rotations included in the department's Rotations Favorites list
- Have scheduled rotations with start and end dates fall within the report's date range
- Belong to the current department (no rotators display here)

Weekly Usage Report

5/29/2011 to 6/4/2011											
<input type="radio"/> Current week <input type="radio"/> Last week <input type="radio"/> 2 weeks ago <input checked="" type="radio"/> 3 weeks ago <input type="radio"/> 4 weeks ago <input type="radio"/> 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

Sign off Reports

Sign Off

Displays the percentage of people in selected departments that have signed off on their work hours.

1. **Go to Work Hours > Reports**
2. Click Complete in the Signoff section
3. Select appropriate departments
4. Select academic year and intervals to see their compliance data

Only Academic Years with Signoff configurations associated with them are in the dropdown

5. Click View Report

Department	Block 0 (06/20/2012 - 07/08/2012)	Block 1 (07/09/2012 - 08/05/2012)	Block 2 (08/06/2012 - 09/02/2012)	Block 3 (09/03/2012 - 09/30/2012)	Block 4 (10/01/2012 - 10/28/2012)
Department of Emergency Medicine/EM - Emergency Medicine	14%	14%	14%	14%	0%



















[Export to Excel](#)

Signoff- Delinquent Report

Displays the total number of days that have passed since the signoff became delinquent for the selected intervals. Check marks indicate intervals that have been signed off on.


The date displayed is the date sign off was completed.

1. **Go to Work Hours > Reports**
2. Click Delinquent under the Signoff Reports
3. Select the appropriate academic year and intervals
4. Select people from the list. Click Show People Filters to change who appears in the list
5. Click View Report

Person	Block 0 (06/20/2012 - 07/08/2012)	Block 1 (07/09/2012 - 08/05/2012)	Block 2 (08/06/2012 - 09/02/2012)	Block 3 (09/03/2012 - 09/30/2012)	Block 4 (10/01/2012 - 10/28/2012)
Bellardini, Eric Pollack	75  (Nov 20 2012 2:44PM)	47  (Nov 20 2012 2:44PM)	19  (Nov 20 2012 2:44PM)	0  (Nov 20 2012 2:44PM)	0
Brown, Katherine Frances	75  (Nov 20 2012 2:38PM)	47  (Nov 20 2012 2:38PM)	19  (Nov 20 2012 2:38PM)	0  (Nov 20 2012 2:38PM)	0
Burphy, Shruti	75	47	19	0	0
Cabatic, Hasan Ahmad	75	47	19	0	0
Carbonello, Jeffrey Duke	75	47	19	0	0
Chen, Maxwell I	75	47	19	0	0
Cytryn, Tapan S	75	47	19	0	0
Djebiyani, Gabrielle Faith	75	47	19	0	0
Dunne, Michael Benjamin	75	47	19	0	0
Featherstone, Carolina A.	75  (Nov 20 2012 2:47PM)	47  (Nov 20 2012 2:47PM)	19  (Nov 20 2012 2:47PM)	0  (Nov 20 2012 2:47PM)	0
Feuille, Amir Arif	75	47	19	0	0
Geraci, Stuart Elliot	75  (Nov 20 2012 2:48PM)	47  (Nov 20 2012 2:48PM)	19  (Nov 20 2012 2:48PM)	0  (Nov 20 2012 2:48PM)	0
Grimaldi, Adam	75	47	19	0	0
Maurer, Yoo Jin	75	47	19	0	0
Narayan, Parth Bharatkumar	75	47	19	0	0
Severe, Jeffrey Allen	75  (Nov 20 2012 2:48PM)	47  (Nov 20 2012 2:48PM)	19  (Nov 20 2012 2:48PM)	0  (Nov 20 2012 2:48PM)	0

[Export to Excel](#)

Notes:

- Numbers indicate days delinquent.
-  A checkmark indicates interval period has been signed off. Signoff date is included.

Signoff - Notification History Report

This report lists:

- Who the software sent delinquent signoff notifications to
- Which notifications were sent
- When each notification was sent
- The applicable interval start and end date

1. Go to Work Hours > Reports

2. Click Notification History in the Signoff section
3. Select the appropriate departments
4. Indicate the minimum number of days that signoff was delinquent
5. Click View Report

Compliance Reports

Compliance

Work Hours > Reports > click Compliance



Compliance

Examine usage statistics and violation counts for each resident.

Use this report to examine work 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

Note: These statistics do not show up by default

Click View Report and check the box to include Logging Compliance data

The Compliance Report displays work hour rule compliance counts and statistics in two different ways:

- By Department
- By Rotation

This dynamic report gathers work hour information from all rule sets (ACGME, AOA, and NYS) and displays usage information for residents. You can customize this report to take a very broad or narrow view of the information, depending on your needs.

Statistics by Department

Group By <u>Department or Rotation</u> Filter By Person									
Department	Logging Compliance				Rule Compliance				
▲ 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%				
Rotation	Check Period	Hrs/Wk	Call	Off/Wk	Off	V/L	Weeks Complete		
▲ 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%		

Compliance by Rotation

Group By <u>Department or Rotation</u> Filter By Person										
Rotation	Logging Compliance				Hrs/wk	Call	Off/wk			
▶ AN:ANESTHESIA-EM	People Complete: 1/1 = 100% Weeks Complete: 4/4 = 100%				0	q0	7			
▶ CCU	People Complete: 0/1 = 0% Weeks Complete: 0/4 = 0%				0	q0	7			
▶ JAS:SURG:CARDIO THOR-GH	People Complete: 1/1 = 100% Weeks Complete: 4/4 = 100%				73.16	q7.75	1.13			
▲ JAS:SURG:GEN SURG-GH	People Complete: 2/2 = 100% Weeks Complete: 8/8 = 100%				74.85	q6.2	0.9			
Check Period	Hrs/Wk	Call	Off/Wk	Off	V/L	Weeks Complete				
▲ PRG 2 Micale, Zach in JAS Surgery										
10/1/2011 - 10/31/2011	73.84	q6.2	0.9	4	0	4/4 = 100%				
▲ PRG 2 Townsend, Joseph in JAS Surgery										
10/1/2011 - 10/31/2011	75.87	q6.2	0.9	4	0	4/4 = 100%				
	74.85/wk	q6.2	0.9/wk							

Click Report Setup to access filters and change who appears on this report.

Violations

Work Hours > Reports > click Violations



Violations

View lists of work hour violations.

Use this report to monitor and follow up on work hour violations.

People

This report gathers information about all people with who have:

- Resident statuses
- Scheduled rotations belonging to departments selected in the report setup
- Scheduled rotation's start and end dates fall within the report's date range
- Home departments (as listed on the Block Schedule) included in the Department filter
- Optional: If you include rotators, their rotations would need to belong to a department included in the Department filter

1. Click report set up to access filters and change who appears on this report.

Violations Follow up

After reviewing, you might want to:

- Make corrections if an incorrect number of hours was entered
- Fix vacation hours
- Fix violations—

Fixing violations means making corrections if something incorrect was entered. Otherwise, it means trying to prevent future violations. Don't remove legitimate violations. If a site reviewer sees zero violations at your institution, that's a red flag that someone is cooking the books. Know that reports can show work hour history, change date, and who made the changes.

Causes

This report is designed to help you monitor Causes for work hour rule violations over the last 12 months.

1. To find the report, go to the Work Hour Dashboard
2. Click on Monthly Violation Counts
3. Click on Causes Tab



Purpose

Use this report to spot trends for why work hours violations occurred. This data can be used to identify problems and monitor progress as improvement plans are implemented. Specifically, this report displays logs in violation categorized by Cause over the last 12 months.

The Causes include:

- Working my scheduled hours
- Completing administrative work
- Completing a patient encounter
- Providing end of life care for a patient
- Covering a staffing shortage
- Participating in an educational event of academic importance
- Providing humanistic attention to the needs of a patient or family
- Providing continuity of care for a severely ill or unstable patient

Content

This report displays counts of work hour logs that have the following characteristics:

- The log has violated one or more work hour rules
- A resident or administrator has added a Cause to the log

Note: This report shows counts of logs with violation Causes, not a count of Causes. If a log has multiple Causes, it will only be counted once on the Trends report.

Legacy Reports

Program Information (formerly PIF)

This report helps our clients answer questions that might appear on the Program Information Form (PIF Report). The default date range is the first 28 days of the previous calendar month.

Purpose

Use this report to gather work hour data for 28-day periods, including

- Average hours per week per resident
- Average calls per week per resident
- Longest shift logged
- Average days off per week per resident
- Percentage of residents compliant with the Short Break rule
- A count of violations caused by your residents when rotating to another department

People

This report gathers information about all people with who have:

- Resident statuses and not archived
- Scheduled primary rotation ends or overlaps the selected 28-day period for the report
- Only residents who belong to the current department will display (no rotators)

You change the department or the date range for this report by hitting Report Setup.

Note:

- Any entry that is marked as 'Did Not Work' will appear as a day without a log.
- The results of the PIF Report and the Compliance Report may not match because of how the information is generated. The PIF Report checks the hours against the rules as enforced in the department you are logged into when you run the report. The Compliance Report checks the hours against the rules as enforced in the department that owns the rotation.

Violations Tab

This report shows the details for 'Short Break' violations only. The columns include the Person, Status, Work Type, Date and Description. Click Report Setup to change the Department and/or date range of the report.