



RESITRAK™

# One Year of Experience

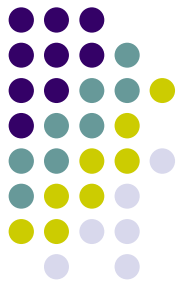
Scott R. McCreadie, PharmD, MBA

Kate Farthing, PharmD, BCPS

# Learning Objectives



- Describe the recent upgrades and changes to the ResiTrak™ system
- Provide results of the recent RPD survey
- Identify best practices for efficient use of the ResiTrak™ system
- Respond to audience specific questions regarding the ResiTrak™ system



# What A Year It's Been!

RESITRAK™

# Statistics From Year 1 (2007-08)



- Total Users: 8,000
- Logins: 192,000
- Learning Experiences Setup: 11,000
- Residency Programs Using ResiTrak: 490
- Total Residents Managed: 1,150

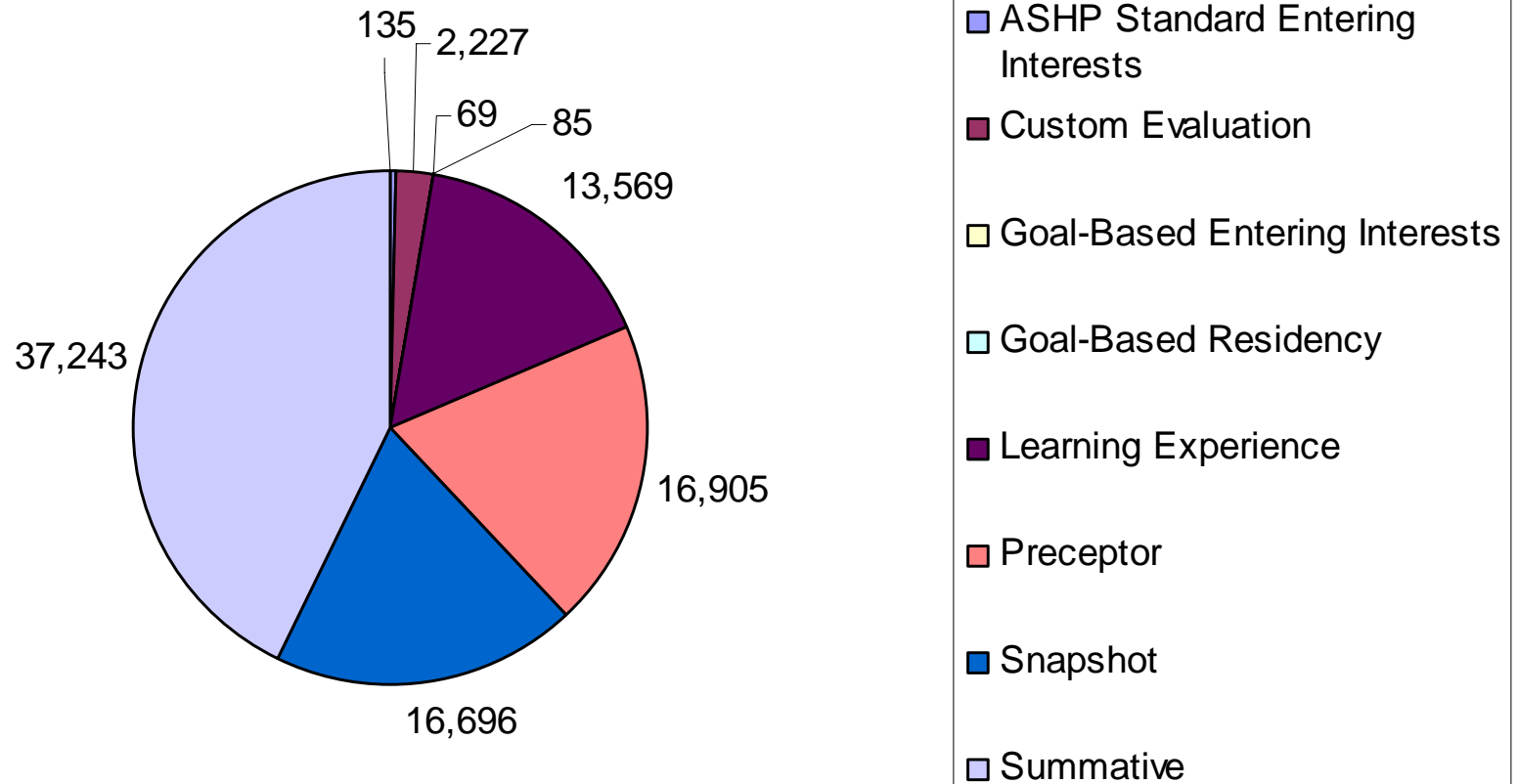
# Statistics From Year 1 (2007-08)

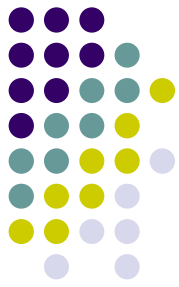


- Evaluations Completed: 95,000
- Evaluation Questions Answered: 2,000,000
- Customized Training Plans: 8,800
- Reports Generated: 120,000
- E-mails Sent: 450,000



### Evaluations Completed By Type





# Main Challenges in Year 1

- Fitting programs with various implementations of the standards into the more structured ResiTrak application.
- Not understanding the RLS and accreditation standards made setting up ResiTrak more difficult. This was seen especially with preceptors.
- Lack of engagement of preceptors for some programs which resulted in a lot of support issues and pushback on the distributed, task-oriented nature of ResiTrak
- Lack of understanding of what a customized training plan should include and need for more direction on how to do these

# Year 2 – Lots of Growth



	Year 1	Year 2
Residents Managed	1,150	1,600+
Programs	490	620
Total Users	8,000	10,000

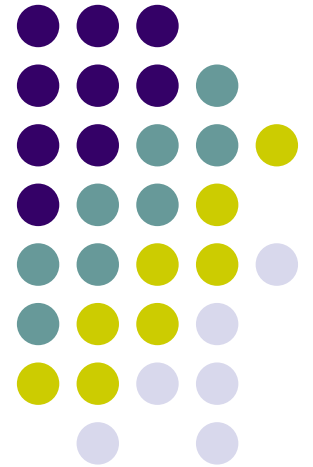
# What's New and Improved



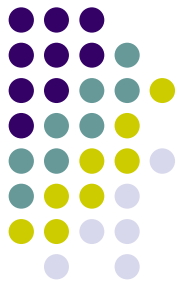
- Assigning actual preceptors when scheduling the learning experience on a resident's schedule
- Manage Tasks and Evaluations
- Goal based evaluation

# RPD Survey Results

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# Survey Results

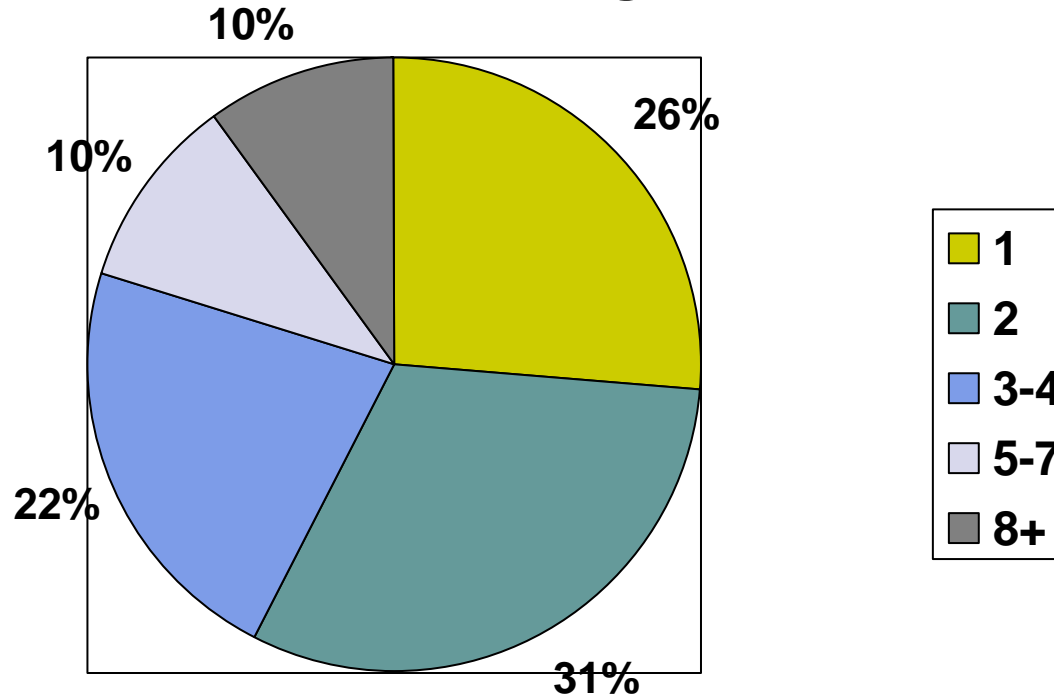


- ~1,000 surveys went out
- 249 response (as of 8/5)
- Used ResiTrak this past year - 77%
- Using ResiTrak from this point forward - 96%
- Have attended formal RLS training - 73%

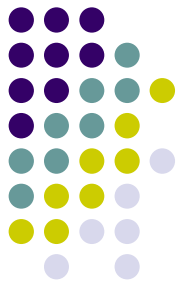
# Survey Results



## Residents in Program

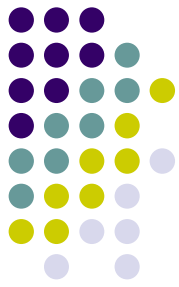


# Impact of ResiTrak on Residency Programs



	more/better	same	less/worse
Amount of feedback	25%	64%	11%
Timeliness of feedback	56%	38%	6%
Usefulness of feedback	18%	70%	13%
Overall evaluation process	63%	33%	6%

# Ease of Use and Support



## ***Ease of use of ResiTrak***

- 12% Very easy and intuitive to use
- 77% Mostly straight forward but some areas are harder to understand
- 5% Most areas difficult to understand
- 2% Able to understand after participating in a training session

## ***Quality and timeliness of ResiTrak support by the McCreadie Group***

- 0% Much below expectations
- 5% Below expectations
- 23% Meets expectations
- 28% Above expectations
- 28% Much above expectations
- 16% Did not require any support  
(~8,000 support instances handled)



# Training Needs

- 57% - On-demand web-based videos
- 72% - Powerpoint presentations for residents
- 74% - Powerpoint presentations for preceptors
- 44% - Live sessions at Midyear or other meetings



# Areas Identified as Needs

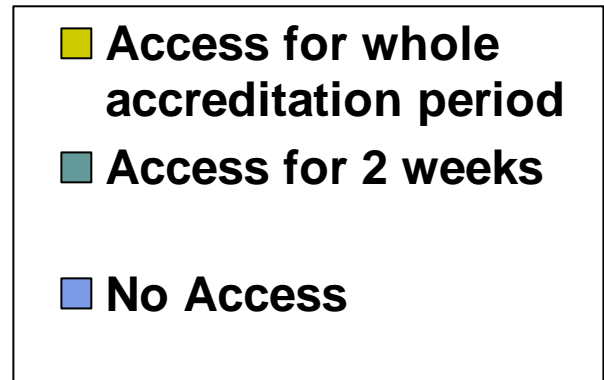
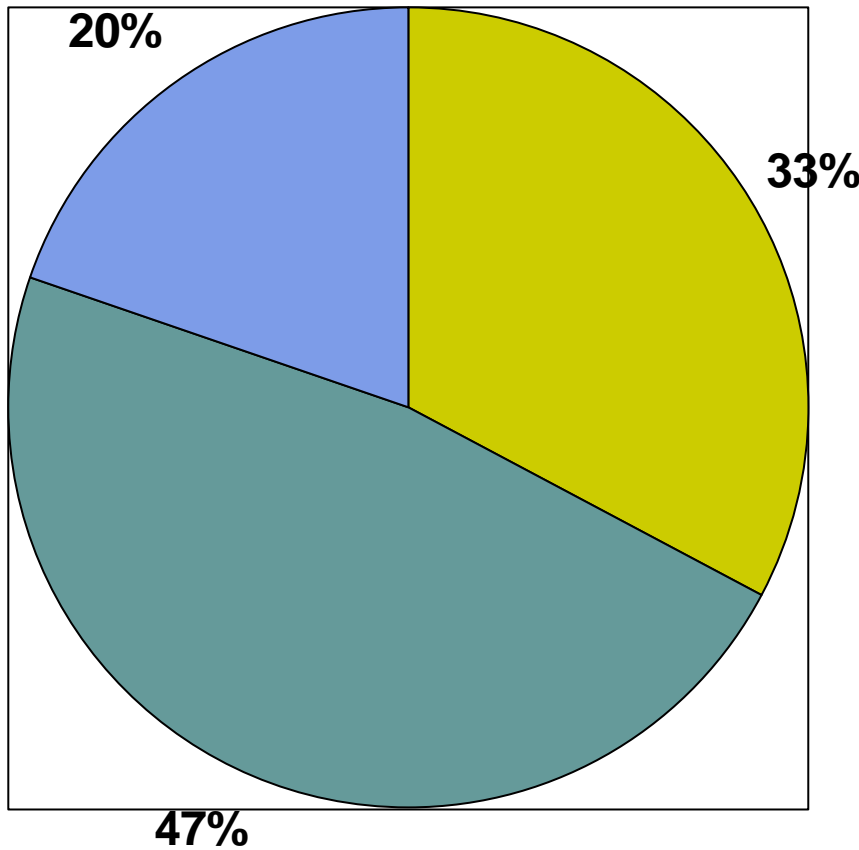
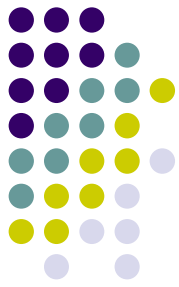
31	Want to be able to select a subset of the objectives from a particular goal when assigning them to a learning experience
27	Would like a template or more structure for the customized training plan
15	Short summary report of resident performance
15	New reports other than the short summary
12	Would like more than one preceptor to be able to contribute to a single evaluation
11	Want to delegate RPD responsibilities to other individuals: training plan (5); resident advisor/primary preceptor (4); residency coordinator (2)



# Areas Identified as Needs

10	Better way to schedule residents / better way to graphically view schedule of residents
6	Encourage/document discussions
5	Easily retrieve previous comments by all preceptors when doing an evaluation
5	Menus difficult to navigate
4	Restrict ACHR flag (Achieved for Residency) to RPD use only
4	Routing for preceptor evaluation that skips co-signature by preceptor so that residents will answer more accurately

# Access by Surveyors

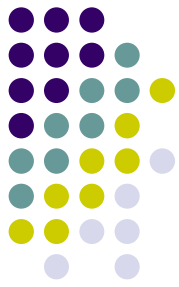


# Best Practices



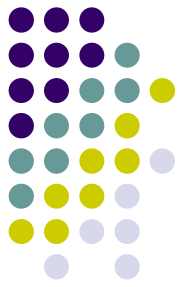
- Getting Started
  - know your program and preceptors
  - benefits of the RLS workshop
- Understand the Terminology
- Help and Support Documents

# Set-up Stumblings



- Learning Experiences and Associated Goals
- Multiple Preceptors
- Managing Tasks
- Current Resident Schedules

# From the Trenches



- The evaluation is ELEVEN pages long!
- I've completed the task, can you ask the system to not send me another reminder?
- Timely and personal feedback
- No comments... How helpful is that?



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Summative Evaluation for Ms. Jessica P Tilley, PharmD in Nutrition Support  
ELECTIVE 5/5/2008-5/16/2008

Learning Experience: Nutrition Support ELECTIVE

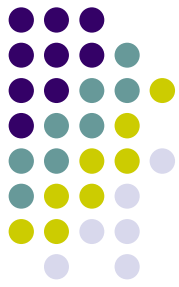
Resident:



Date Evaluated: 5/23/2008 08:55

Evaluator:

Outcome/Goal/Objective	Narrative Commentary	Score
<i>Outcome R2: Provide evidence-based, patient-centered medication therapy management with interdisciplinary teams.</i>		
<b>Goal R2.2: Place practice priority on the delivery of patient-centered care to patients.</b>		ACH (Achieved) and ACHR (Achieved for residency)
<b>Obj R2.2.1: Choose and manage daily activities so that they reflect a priority on the delivery of appropriate patient-centered care to each patient.</b>		ACH (Achieved)
<b>Goal R2.4: Collect and analyze patient information.</b>		ACH (Achieved) and ACHR (Achieved for residency)
<b>Obj R2.4.1: Collect and organize all patient-specific information needed by the pharmacist to prevent, detect, and resolve medication-related problems and to make appropriate evidence-based, patient-centered medication therapy recommendations as part of the interdisciplinary team.</b>		SP (Satisfactory Progress)



# Questions and Answers