Policies and Procedures

Policy MFMR23	New Innovations Policy and Procedures
Effective Date:	07/01/2024
Reviewed/Revised Date:	
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References:	

New Innovations Residency Management Suite

New Innovations is the mandatory software application for all programs accredited. The cost for New Innovations is covered by the program. GME employs an Institutional GME Coordinator that is tasked with maintaining, from an institutional level, the data, access, and policies and procedures of the application. The GME Office has the final say regarding any issues to include mandatory modules, deadlines, and access.

Mandatory Modules

The following modules are mandatory for all programs
- Personnel
- Schedules (Block/Assignments)
- Evaluations
- Scholarly Activity
- Clinical and Educational Work Hours (Duty Hours)
- Conferences
- Portfolio (Milestones and Scholarly Activities)

Access Levels

Below are the levels of access available to users of New Innovations
- Level 6
  - This level is restricted to institutional level individuals
- Level 5 (Ability to enter, edit, and delete information)
  - Designated Residency Coordinator
  - Permitted for Program Director if they want access to edit information
- Level 4 (Ability to enter some modules and pull reports
  - Program Directors that are not entering information
- Level 3 (Ability to pull reports, complete evaluations, sign off on procedures for the program)
  - Faculty
  - Support staff who pull reports for Program Directors
  - Others that complete 360 evaluations

- Level 2 (Ability to enter own data such as evaluations and clinical and educational work hours for individual only)
    - Residents
- Level 1 (Ability to view contact information and schedules)
    - Hospital admissions personnel

Access Authority

Both the program and institution can grant access to individuals based on the appropriate level. GME has the final say regarding any dispute on access level for individuals.

Who Is Responsible For Entering Information
- Residency Coordinator
    - Enter all personnel data
    - Enter new residents
    - Enter new faculty
    - Enter block schedule
    - Enter evaluations
    - Enter conferences and attendance
    - Enter clinical and education work hour comments
    - Enter milestone reviews
- Program Director
    - May enter schedules, evaluations, etc. in lieu of the coordinator
- Residents
    - Enter clinical and educational work hours
    - Enter scholarly activities
    - Enter procedures

Evaluations

It is mandatory that programs use New Innovations to complete their evaluations. It is the responsibility of the Residency Coordinator to setup the evaluations in New Innovations. The Program Director and/or faculty should be actively involved in the creation of all evaluations. Evaluations should meet the following criteria:
- Grade scales are low to high – high being the most positive or highest milestone level
- Questionnaire category linked to core competencies
- Questions linked to milestone subcompetencies
- Faculty evaluation of resident – not anonymous but can be placed on hold for administrative review before release, 360 evaluation of resident – subject or totally anonymous, faculty evaluation of program – anonymous, resident evaluation of faculty – totally anonymous, and resident evaluation of program – anonymous

The Program Coordinator must manage delinquent evaluations. The procedure for accomplishing this can be determined on a program basis but the following guidelines should be followed:
- Delinquent reminder setup in sessions
- Frequent review of delinquent evaluations and compliance report
- Follow up by email, telephone, and/or text message

Clinical and Educational Work Hours

Residents must enter clinical and educational work hours 24/7/365. Refer to the Work Hour policy for details. Residency Coordinator responsibilities include but are not limited to:

- Review usage, violation and compliance reports
- Contact resident if hours are incomplete
- Notify resident of corrections needed and verify corrections
- Enter and/or ensure justifications are accepted or denied based on RRC acceptable justifications
- Enter and/or ensure action taken comment is entered for violations
- Submit an accurate clinical and educational work hours report to GME as requested

Conferences

Required conferences and resident attendance must be entered in New Innovations. Conferences must include the date, time, and topic. Competencies/objectives must be included for topics that relate to one or more of the six CLER focus areas.

Scholarly Activity

All residents must enter their scholarly activity in New Innovations. This is now an important task as it rolls up to the institutional reports that the GME Office must provide to ACGME for our continued institutional accreditation.

Usernames

Residency Coordinators should make the usernames for residents, faculty and staff