New Innovations Policies and Procedures
Effective July 1, 2013

New Innovations Residency Management Suite
New Innovations is the mandatory software application for all GME programs both ACGME accredited and non-standard. The cost for the New Innovations is covered by the GME Office. 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 develops the policies regarding the use of this application and has the final say regarding any issues to include mandatory modules, deadlines, and access.

Mandatory Modules
The following modules are mandatory for all programs under the GME umbrella:
- Personnel
- Schedules (Block)
- Evaluations
- Scholarly Activity
- 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 duty 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 May Have Access

- Designated Residency Coordinator must have Level 5 access (preset program administrator/coordinator)
- Program Director must have either Level 5 or Level 4 access in addition to preset faculty privileges
- All program faculty must have access to complete evaluations (preset faculty)
- All residents and fellows must have access to complete evaluations, duty hours, and scholarly activity (preset resident/medical student)
- Associate Program Directors may be given Level 4 or 5 access in addition to preset faculty privileges at the discretion of the Program Director
- Departmental Personnel
  - Individuals that are not the designated Residency Coordinator but typically the administrative assistant for the area may not have access to New Innovations above Level 3 which allows them to pull reports
  - The only exception currently granted is for scholarly activity entry if the program does not have residents enter it themselves
  - No exception for personnel data, duty hours, evaluations, or conference attendance access
- Large Programs With Dedicated Assistants
  - Large residency programs that have dedicated assistants to the Residency Coordinator (employed through GME) that were specifically hired to assist with New Innovations and have had training in such will be permitted to have the appropriate level of access granted by the Institutional New Innovations Coordinator
- Hospital Personnel
  - Clerical staff, switchboard operators or nurses who need to view resident call schedules should be given Level 1 access (preset clerical/switchboard/nurse)

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 duty hour comments
  - Enter milestone reviews

- Program Director
  - May enter schedules, evaluations, etc.
- Residents
  - Enter duty hours
  - Enter leave
  - Enter scholarly activity
  - Enter procedures
- Other
  - Programs that have chief residents may elect to have them enter various information but it is the Residency Coordinator's responsibility to ensure that it is done and accurate
  - Program Directors may elect to have their Residency Coordinator enter certain information, i.e. scholarly activity, for their residents even though it is the recommendation by GME that each resident does their own

Evaluations

It is mandatory that all programs use New Innovations to complete their evaluations. It is the responsibility of the Residency Coordinator to setup the evaluations in New Innovations, however, 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/fellow - not anonymous but can be placed on hold for administrative review before release, 360 evaluation of resident/fellow – subject or totally anonymous, faculty evaluation of program - anonymous, resident/fellow evaluation of faculty – totally anonymous, and resident evaluation of program - anonymous

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

Duty Hours

Residents must enter duty hours 24/7/365. Refer to the Program Policies for Resident Duty Hours for details. Residency Coordinator responsibilities include but are not limited to:
- Review usage, violation and compliance reports
- Contact resident/fellow if hours are incomplete
- Notify resident/fellow 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 duty hours report to GME as requested

Conferences
Required conferences and resident/fellow 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 and faculty match their UT netids whenever possible.