

dear residents

It's Survey Time

February 12, 2023

Dear Residents,

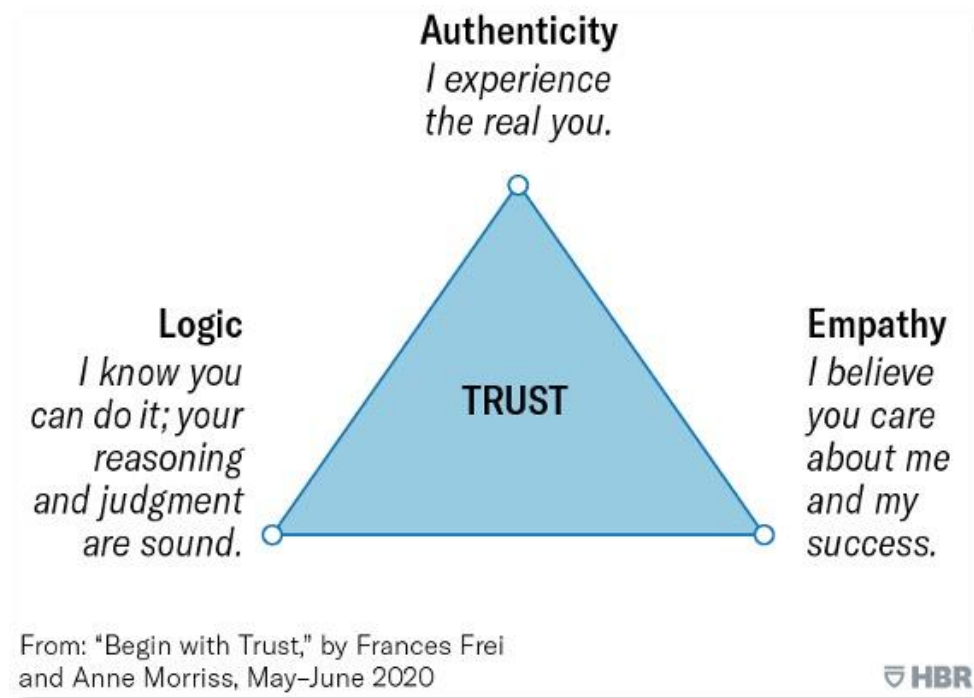
It's that time of year again, when the **annual ACGME survey** is administered to over 150,000 residents and fellows across the country, training in over 12,000 programs, in more than 180 specialties and subspecialties. 1 in 7 physicians in the US is currently a resident or a fellow. Without you, there would be no future in healthcare! Ensuring that your training prepares you for the future is vital. This preparation is one of cognitive and professional development with an integrated effort to ensure your wellbeing. Graduating a competent but exhausted resident doesn't serve anyone.

By surveying you, the ACGME ensures that hospitals, faculty, and programs are **treating you fairly and are adhering to voluntary standards** of accreditation. Our program has generally done well in the survey except for some recent trends in the patient care to education balance and in facilitating protected time for structured learning. The program has worked hard to reverse these trends by guarding noon conference time and by adhering to work hour and team census limits and by ensuring that you have sufficient personal time.

The survey will begin this week. **Of all the items we task you with, none is more important than this one.** If everyone completes the survey, we get an accurate assessment of the current state of the program. As you well know, we constantly communicate every issue we face throughout the year – you are in the know. I trust that this transparency in our operations is not lost on you. Through our extensive evaluation and feedback systems, we continuously monitor the learning environment and tackle problems in real time. For some programs, the ACGME survey is the only time a trainee's voice is heard. That is not true for us – we listen to you every day. If you feel that your voice has not been heard or there is a burning issue that has not been resolved, please reach out to me directly @Salahuddin Kazi.

Excellence = Design x Culture. As you fill out the survey, think about the **design** of our program. Does it prepare you broadly, does the work vary sufficiently to remain challenging and interesting, do the faculty teach well, are the patients varied and stimulating, are the work hours reasonable, is the teamwork effective, is the supervision/independence balance right? Think about the **culture** too: are we diverse, are we inclusive, does it feel like you belong, can you raise concerns without retribution, do people treat others with generosity and kindness, do you feel cared for, does your voice matter, do you feel safe?

Thank you for choosing to train here. **You have placed your trust in us.** I do not ever take this trust for granted. [Frances Frei's model of trust](#) envisages you asking three questions of me: *do you think you experience the real me* (authenticity), *do you trust that I will make the right decisions for you* (logic), and *do you believe that I care about you and your success* (empathy).



Never hesitate to reach out to me. I only have one job at UT Southwestern – to serve you.

Dino Kazi