



Service Priorities and Programmes Electronic Presentations

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Streamlining Intern Performance Evaluation with the REDCap System - A Serious Time-saving Hack

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Introduction

The end-of-rotation evaluation of house officer performance can be a time-consuming process that occurs every three months. It places considerable workload on the intern coordinator who distributes, collects, consolidates evaluation forms from multiple intern mentors, and gives feedback to individual interns and to the Hospital Authority. In the past, countless phone calls, interviews and piles of assessment forms were used. The small number of assessors and the suboptimal response rate limited the fairness and comprehensiveness of the evaluation. When it came to the staff recruitment period, it was often difficult to recall a candidate's past performance and to retrieve an old assessment report.

Objectives

The process of intern performance evaluation should be streamlined to simplify the distribution and collection of data and to minimize assessors' effort.

Methodology

Research Electronic Data Capture (REDCap) is a free, web-based, user-friendly application to support data capture for research studies. It is also a powerful tool for creating and managing survey for management use.

In the Department of Orthopaedics and Traumatology of Queen Mary Hospital, a project was set up in the REDCap to help house officer performance evaluation. A standardized electronic evaluation form was created based on the existing Hospital Authority paper assessment form. Prior to the end of the internship, the direct link to the evaluation form was sent to all mentors via email. Mentors could complete the survey with just a few clicks using any electronic devices with internet access. Responses could be tracked and stored securely in the REDCap system. Based on the collected response, intern coordinator would submit the final written evaluation and discuss with interns their performance in depth. When performance report was to

be reviewed for potential recruitment, it could be easily retrieved from the system.

Result

Intern performance evaluation with the REDCap system was conducted in our department for the past nine months. All mentor users were very pleased with the ease and convenience in filling the evaluation form. A marked improvement in response rate was achieved.

House officers benefitted from a broader and richer feedback. When they viewed the feedback they received as a more fair and representative reflection of their performance, they would be more likely to improve their performance.

Intern coordinator saved much time in data collection and retrieval. All without the time and headache that paper brings. With aggregated data just a few clicks away, coordinator was more empowered to coach intern effectively based on results.

With such simplicity of the system, we can potentially extend the pool of assessors to fellow interns, nurses, allied health, and even patients in the future. This system of data collection can also be extended to other medical personnel that require periodic evaluation.