Duty Hour Investigation Process

***Step 1****: Program Coordinator sends out below confirmatory email, only if there is a possible discrepancy- i.e. "shifts entered" when should be "rotation," a lunch hour is entered, could be a +4 on inpatient, etc. Send* attachment of duty hour summary.

Hi \_\_\_, I noticed that you had a duty hour violation documented on \_\_\_ (date) and wanted to make sure you entered your hours correctly. Please review your entry along with the attached Duty Hours FAQs page and confirm at your earliest convenience. I'll contact you with further questions to investigate the circumstances if this was a true violation. Thank you for documenting your hours.

--------------------------------------------------------------------------------------------------

***Step 2****: if confirmed or hours seem correctly entered, program coordinator will send out the email below, with duty hour summary doc attached. Forward completed response to the Program Director and enter pertinent information in New Innovations.*

Dear \_\_,

Our program had a duty hour violation or “justification needed” situation where we need to gather more details about your hours worked. We have a standardized process and to ask some questions to help improve our systems. This is in no way meant to be punitive: we understand these situations happen most of the time because people are working hard and trying to provide good quality patient care.

You are not in trouble if you have violated a duty hours rule, and we appreciate your logging accurately at all times.

Though much has been done to address issues that may contribute to duty hour violations, we still need your below input to continue to identify areas needing improvement. Our goal is to encourage reporting while also minimizing the likelihood of having a duty hour violation.

We also attached a summary of the most recent ACGME duty hour regulations if you are interested.

Here is what we have related to your logged entry:

**(For Staff to complete and list at the end of text:)**

Date and day(s) of the week:

Duty hours regulation:

Service involved and role:

Violation or “justification needed”?

Type of shift (day/night/24hr):

Please help us by answering a few questions related to the above.

**For Resident (please type your answers below each question):**

1. Was a faculty member notified you might go over hours? We ask this because we want to be able to work with our faculty to help out.
2. What service were you on?

3. Please describe what you think led to this happening, 1-2 sentences are fine.

1. If working days and applicable, what time were you able to finish your notes that day?
2. Optional: Please share your thoughts on how we could make things better in the future.

Thanks for your assistance and hard work on our services! We may contact you for additional info if needed but our goal is to limit that as much as possible by the above process.

Sincerely,

-Program Staff