

# Standard in Focus

## Standard 6.4 - Monitoring and Evaluation

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- **6.4** - *The intern training program acts on feedback and modifies the program as necessary to improve the experience for interns, supervisors, and health facility managers.*

This standard requires that the intern training provider act on feedback and modify their program as necessary to improve the overall experience for stakeholders. Under Standard 6.1, providers are required to regularly evaluate and review their training program to ensure that it continually meets compliance under the standards set by state and national bodies. Generally, providers are often quite good at conducting evaluations, and generate large amounts of data on their program.

Standard 6.4 requires providers to analyse that data, sort through what is meaningful to them and representative of an experience within their program, and then implement changes to improve a particular component of the program. Often feedback comes from multiple sources and can be formal and informal, written and verbal. It is encouraged for intern training providers to review evidence when it is received so that it can be acted upon in a timely manner and to not miss opportunities for contemporaneous improvements.

To do this, it is helpful to frame improvements/changes through a Quality Improvement Cycle ensuring that the actions taken are then followed up to determine if the outcomes intended were the outcomes achieved. A standard quality improvement cycle typically involves four steps:

1. **Plan:** identify a problem and possible solutions using existing data on a program. This data generally comes via end of term surveys, evaluations on orientation, education or other program elements, interviews with interns/junior doctors, etc. The data needs to be analysed to ensure that if a problem is identified, it is representative of an actual issue within the program. Possible solutions then need to be identified, and a particular course of action selected to ameliorate the issue. This plan should also identify how these actions will be reviewed to determine if they were successful.
2. **Do:** execute the plan that was chosen in the above step to address the issue
3. **Check:** evaluate the results to determine if intended outcomes were achieved and document lessons learned
4. **Act:** improve the plan/process for better solutions and continue to monitor the situation to ensure that the same issue does not reappear or if the issue persists, what further changes will be made to address it.

These processes should be responsive and support the early identification and subsequent management of issues as they present. The documentation of these processes is important but can be managed through a simple quality improvement register or unit action plan, for example. For all monitoring and evaluation activities, it is important to demonstrate connections between quality improvement cycle activities and governance mechanisms or committees that the provider has established.