



1. Use a mix of open ended and closed ended questions (Open ended is important for discovering 'new areas' to follow up).
2. Be open to a sense or hint that something may be an issue and explore further in a later meeting.
3. Vary the reviewers 'leading' each meeting if possible. Others take notes.
4. Follow threads from one meeting to the next- Generally the PD meeting is first, and a good chance to get a good overview and follow-up issues with subsequent groups.
5. Triangulate data for consistency- faculty say one thing and residents another?
6. Gauge engagement, breadth and depth to try to understand how the program functions. Use the unique opportunity of interviews. Is it a few involved representatives? Leans on the RPC
7. Recognize that there is never enough time. Try to hit all indicators but not at the expense of ensuring that critical areas, especially related to resident safety and integrity of the program and learning environment, are well understood.
8. Recognize how anxiety- provoking this process can be, even for experienced program directors, faculty, program assistants. Most have invested a great deal in their program. Think: the feeling of intense scrutiny you get at the border, even when you have nothing to hide....
9. For most residents, this is their first time, and they will need orientation to what the purpose of the review is. Good to clarify this for all groups at the start of each meeting, with introductions. Residents may need more assurances re confidentiality of responses, etc.
10. Within the PD immediate feedback at the end of the day consider what is helpful to this program? If you were the PD, what would you need to know in order to improve the program. The focus should be an internal QI exercise rather than a judgement of the program. Some elements of "friendly fire"...it's better to be able to fix something now before the official College review.

