RESIDENCY ADMINISTRATIVE POLICY
PROGRAM LETTER OF AGREEMENT POLICY

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Description of Content/Change:
☐ New Document ☐ Major Content Change ☐ Minor Content Change ☐ Non-content Change ☐ Deletions Only

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Applicability:
☐ NUHS Corporate Office ☐ NUH ☐ NUS – SoM/FoD (Executive & Professional Employees Only)

1.0 Objectives

1.1 To establish the procedure and requirements to sign the Program Letter of Agreement (PLA) between a residency program and its participating site.

2.0 Scope

2.1 The PLA policy applies to all NUHS residency programs.

3.0 Policy

3.1 For each participating site providing a required assignment, the program must sign a PLA with the participating site.

3.2 The PLA must be renewed at least every five years.

3.3 The PLA should:
   a) identify the faculty who will assume both educational and supervisory responsibilities for residents;
   b) specify their responsibilities for teaching, supervision, and formal evaluation of residents, as specified later in this document;
   c) specify the duration and content of the educational experience; and
d) state the policies and procedures that will govern resident education during the assignment

3.4 The Program Director (PD) must submit any additions or deletions of participating sites routinely, providing required or elective educational experiences for the majority of residents, to the Graduate Medical Education Committee (GMEC) for approval. Once approved, the program submits the request through the ACGME-I Accreditation Data System (ADS).

3.5 Resident assignments away from the sponsoring institution should not prevent residents' regular participation in required didactics.

4.0 Guidelines

4.1 The PLA is compulsory for participating sites with required assignments. For participating site with elective assignments, the PLA is encouraged but not compulsory.

4.2 The GMEC reviews all requests for addition and deletion of participating sites, and approves / rejects accordingly.

5.0 Procedures

5.1 The program intending to add a participating site offering required assignments should submit the request to GMEC for approval. The request should include a draft copy of the intended PLA.

5.2 Once GMEC approves the request, the program may proceed to prepare the PLA and obtain signatures from the PD, Designated Institutional Official (DIO), and the Site Director at the participating site.

5.3 An electronic copy of the signed PLA should be kept by the GME Office for record.

5.4 The program should also submit the request to ACGME-I through the Accreditation Data System (ADS).

5.6 The program intending to delete a participating site should submit the request to GMEC for approval.

5.7 Once GMEC approves the request, the program issues a termination letter to the participating site, duly signed by the PD and DIO. A copy of the termination letter should be delivered to the GME Office.

5.8 The GME Office tracks all PLAs centrally, including effective date and expiry date.
6.0 Workflow

NUHS Residency Workflow for PLAs

1. Program/PC liaises with participating site to draft out *PLA Signatures required:
   - NUH – PD, DIO
   - Participating site: HOD/ Site Director/APD, DIO/ADIO (where applicable)

   DIO office tracks PLAs for renewal and informs programs 3 months in advance

   PC sends softcopy PLA to DIO Office (Qiongyu) for vetting

   Once vetted, PC prepares 2 original sets of PLA and duly-signed PLA Request Form to Qiongyu for endorsement

   The documents will be circulated to the respective DIO Office personnel for approval

   JHS
   - DIO Office passes PLA to JHS liaison person (Jessie)

   Other participating sites
   - DIO Office (Sarah) returns PLA & Request Form to PC to liaise with participating site for relevant signatory

   JHS returns 1 original to DIO Office

   PC receives 1 original hardcopy of the PLA for filing

   PC sends a scanned copy of PLA & Request Form to DIO Office (Annalisa)

   The copies are saved in Residency Drive & updated in Master list by DIO Office (Annalisa)

* All new PLAs to be signed with effect from 1 May 2014 should be valid for 5 years, unless as negotiated with the participating sites.

** All renewed and new PLAs are to be submitted with Request Form with effect from 28 Feb 2015. The hardcopy Request Form to be kept with the program.

Updated 13 May 2015 by MA-Education
7.0 Form

The PLA template can be found in Annex A.
Annex A - Program Letter of Agreement

PROGRAM LETTER OF AGREEMENT
BETWEEN
NATIONAL UNIVERSITY HEALTH SYSTEM’S
<< SPECIALITY >> PROGRAM
AND
<< Participating Site >>

This document serves as an Agreement between National University Health System (hereinafter known as NUHS)’s <<Specialty>> program and <<Participating Site>> involved in Graduate Medical Education of medical residents.

This Letter of Agreement is effective from the <<Date>>, and will remain in effect for five years, or until updated, changed or terminated by the NUHS’s <<Specialty>> program and <<Participating Site>>. Any modifications or changes to this agreement must be in writing and signed by all parties.

1. PERSONS RESPONSIBLE FOR EDUCATION AND SUPERVISION

A. At NUHS:
   • <<PD Name>>, Program Director, <<Specialty>> (hereinafter known as “PD”)

B. At <<Participating Site>>:
   • <<APD Name>>, Associate Program Director (hereinafter known as “APD”)
   • The Faculty listed in Annex A. (If other faculty are involved, please list by name):

C. The above listed individuals are responsible for the education, supervision, and evaluation of the residents while rotating at <<Participating Site>>. The APD shall notify the PD in writing if there are any changes to the faculty.

2. RESPONSIBILITY FOR TEACHING, SUPERVISION AND EVALUATION OF RESIDENTS

It is understood that NUHS, as the institutional sponsor of the training program, continues to have responsibility for the quality of the residents’ educational experience and must retain authority over the residents' activities. NUHS has the right to conduct an on site review of the training policies and practices relevant to this training.

While at <<Participating Site>>, residents from NUHS will receive supervision and instruction from active members of the <<Participating Site’s>> faculty. Residents will be expected to behave as colleagues to the <<Participating Site’s>> faculty, but will be...
supervised in all their activities commensurate with the complexity of care being given and the resident’s own abilities.

Residents will receive evaluations and feedback both formally and informally. <<Participating Site>> agrees to provide the NUHS PD with written evaluations of the performance of the residents who participate in the program at the end of each rotation, or more frequently as agreed to with the PD.

Residents will have an opportunity to evaluate the faculty at <<Participating Site>> and the overall rotation in writing and also informally.

A. Responsibilities of NUHS PD: The PD develops curriculum, approves teaching staff and assigns residents to ensure an educational experience, which meets the ACGME–I Institutional, Foundational and Specialty-Specific Program Requirements. The PD, working with the faculty, determines the educational goals and objectives to be achieved by rotations of residents to other institutions. The PD is responsible for the selection of residents and the overall coordination of the residency program.

B. Responsibilities of APD: It is the APD’s responsibility to inform rotating residents the working policies of <<Participating Site>>. The APD is also responsible for the day-to-day supervision and oversight of resident activities. This includes at least the following: compliance and monitoring of resident work hours to stay in compliance with ACGME-I requirements; daily and team scheduling; evaluation of residents; providing conflict resolution; offering educational sessions; provision of adequate work conditions for residents as defined by ACGME-I and NUHS.

The faculty / teaching staff at <<Participating Site>> are responsible for supervising residents during their rotations and are selected by the APD with the concurrence of the PD.

C. Responsibilities of Faculty at <<Participating Site>>: The faculty at <<Participating Site>> must provide appropriate supervision of residents in patient care activities and maintain a learning environment conducive to educating the residents in the ACGME-I competency areas.

The faculty must evaluate resident performance in a timely manner during each rotation or similar educational assignment and document this evaluation at completion of the assignment.

3. CONTENT AND DURATION OF THE EDUCATIONAL EXPERIENCES

A. The content of the educational experiences at <<Participating Site>> has been developed according to ACGME-I Institutional, Foundational and Specialty-Specific
Program Requirements, and will contribute to residents’ education by achieving the following content areas:

<<List accordingly>>

The general structure, duration and scope of Residency Training are listed in Annex B. The PD may from time to time make amendments or modifications to the general structure, duration and scope of Residency Training. Such amendments will be put in written notice to the APDs.

The educational and clinical experiences at <<Participating Site>> are listed at Annex C

4. POLICIES AND PROCEDURES THAT GOVERN RESIDENT EDUCATION

The PD at NUHS is responsible for the oversight of all resident activities. While at <<Participating Site>>, the NUHS resident will take an active role in availing himself/herself of all educational opportunities; but, the responsibility for teaching, supervision and the formal evaluation of the residents’ performances are the duties of the <<Participating Site's>> faculty as directed by the APD. The educational policies and procedures governing resident activity will conform to the ACGME-I Institutional, Foundational and Specialty-Specific Program Requirements. Residents will be under the general direction the NUHS Graduate Medical Education Committee’s and <<Participating Site's>> polices, rules and regulations and procedure.

Signed by:

NATIONAL UNIVERSITY HEALTH SYSTEM

<<PD Name>>
Program Director
<<Program>>

Date

<<HOD Name>>
HOD, <<Department Name>>
National University Hospital

Date
A/Prof Shirley Ooi  
Designated Institution Official  
Date

<<PARTICIPATING SITE>>

<< CEO/HOD Name >>  
CEO/HOD  
<<Participating Site>>  
Date

Annex A: List of Faculty

<<List accordingly>>

Annex B: General structure, duration and scope of Residency Training

<<List accordingly>>

Annex C: Educational and clinical experiences

<<List accordingly>>
Annex B - Termination of Participating site

<<Date>>

<<Site Director Name>>
<<Participating Site>>

Dear <<Site Director Name>>,

Thank you for your support for the NUHS Residency <<Specialty>> Program from <<Participating site effective starting date>> to <<ending date>>.

Effective from <<Termination date>>, NUHS Residency will be withdrawing <<Participating site>> as a participating site. The terms and conditions outlined in the Program Letter of Agreement (signed on <<agreement date>>) will be void.

__________________________________________  __________________________________________
A/Prof Shirley Ooi                              <<Program Director>>
Designated Institutional Official               Program Director
NUHS Residency                                <<Specialty>> Program