C - CHANGE RESIDENT SURVEY

Leaders in residency training have recently recognized the critical role that the culture or clinical learning environment plays in the training of physicians, physician well-being, and the provision of safe, high quality patient care. The C - Change Resident Survey© assesses the clinical learning environment and the culture of professionalism from the perspective of resident physicians. The survey aligns with the ACGME Pathway.

The C - Change Resident Survey, with demonstrated evidence of validity in U.S. residency programs nationally, assesses 13 dimensions of the culture: Vitality; Relationships, Inclusion, Trust; Self-Efficacy in Career Advancement; Values Alignment; Ethical-Moral Distress; Institutional Support; Respect; Mentoring; Gender Equity; Minority Equity; Work-Life Integration; Leadership Aspirations and Competencies. In addition to documenting the culture of residency programs, the survey is a credible and powerful tool for facilitating improvement. The C - Change Resident Survey can be used to:

- Document the environment for learning and professionalism of residents
- Examine associations among resident perceptions of the organizational culture and demographic characteristics such as gender, ethnicity/race, and year of residency training, program specialty and site
- Assess diversity needs
- Assess the effectiveness of programmatic interventions/changes
- Identify dimensions of culture requiring improvement
- Address well-being
- Initiate change activities for improvement

Services

The C - Change Resident Survey is offered on an institution-by-institution basis to best fit the needs of residency programs, GME and hospitals. The C - Change research team has developed a streamlined process to manage survey data collection, analysis, and reporting.

Services provided include:

- Consultation on institutional needs
- Customization of the C - Change Resident Survey for the program
- Drafting announcements and cover communications
- Survey administration
- Reminders to achieve high response rates
- Management of e-mail communications with respondents
- Confidential data collection and storage
- Data analysis
- Reporting: summary report; detailed item report; scorecard
- Comparison with national benchmark data
### COST OF C - CHANGE SERVICES

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Base cost</th>
<th>Additional cost per resident, 10 to 50 residents</th>
<th>Additional cost per resident, more than 50 residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Residency Training Program</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single administration*</td>
<td>$5,000</td>
<td>$22</td>
<td>$17</td>
</tr>
<tr>
<td>Administration of the CRS† twice (pre – post design) with analysis tracking change over time</td>
<td>$9,500</td>
<td>$22</td>
<td>$17</td>
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<tr>
<td>Multiple Residency Training Programs (2 – 4 programs) at One Site</td>
<td></td>
<td></td>
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<tr>
<td>Single Administration</td>
<td>$7,500</td>
<td>$22</td>
<td>$17</td>
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<td>TBD</td>
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<td>TBD</td>
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</tr>
</tbody>
</table>

†CRS indicates C - Change Resident Survey

**Project minimum:** $11,200

**Optional additional services:**
- On-site presentation of the C - Change Resident Survey findings
- Collection of open-ended narrative responses
- Design of tailored change activities/workshops/programs


