



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

	Base cost	Additional cost per resident, 10 to 50 residents	Additional cost per resident, more than 50 residents
Single Residency Training Program			
Single administration*	\$5,000	\$22	\$17
Administration of the CRS [†] twice (pre – post design) with analysis tracking change over time	\$9,500	\$22	\$17
Multiple Residency Training Programs (2 – 4 programs) at One Site			
Single Administration	\$7,500	\$22	\$17
Administration of the CRS twice (pre – post design) with analysis tracking change over time	\$13,000	\$22	\$17
Multiple Residency Training Programs (2 – 4 programs) at Multiple Sites (2 – 4 sites)			
Single administration	TBD	\$22	\$17
Administration of the CRS twice (pre – post design) with analysis tracking change over time	TBD	\$22	\$17

[†]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

Pololi L, Evans A, Civian J, Shea S, Brennan R. Assessing the Culture of Residency Using the C - Change Resident Survey: Validity Evidence in 34 U.S. Residency Programs. *J General Internal Medicine*. 2017;32:783-789. doi:10.1007/s11606-017-4038-6.

Resident vitality in 34 programs at 14 academic health systems: Insights for educating physicians for the future. Pololi LH, Evans AT, Civian JT, Shea S, Brennan RT. *J Surg Educ*. 2018;75:1441-1451. doi: 10.1016/j.jsurg.2018.04.021

Us Too. Sexual harassment within academic medicine in the U.S. Pololi L, Brennan R, Civian J, Shea S, Brennan-Wydra E, Evans AT. *The American Journal of Medicine*. 2020;133:245-248. doi: 10.1016/j.amjmed.2019.06.031.

Kohli AR. Capsule commentary on Pololi et al., Assessing the culture of residency using the C-Change resident survey: Validity evidence in 34 US residency programs. *J Gen Intern Med*. 2017; ;32:799. doi:10.1007/s11606-017-4056-4.