

Maximizing the Satisfaction of Senior Medical Students During the Assignment of Clerkship Rotation Schedules

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Presentation Goal

Present a new model for assigning clerkship schedules, piloted at MWU/CCOM in 2004, that improved student satisfaction with the process by 86%.



Overview

Clerkship rotations fulfill curricular requirements for graduation.

Clerkship rotations have an impact on residency program match results.

✓ **“Audition” rotations**

- See the program
- Meet the faculty
- Meet members of the admissions committee



Primary Stakeholders

Students

Department of Clinical Education

- **Associate Dean**
- **Department Manager & Clinical Coordinators**

Clinical Departments

- **Chairs and Faculty**
- **Affiliate Sites**



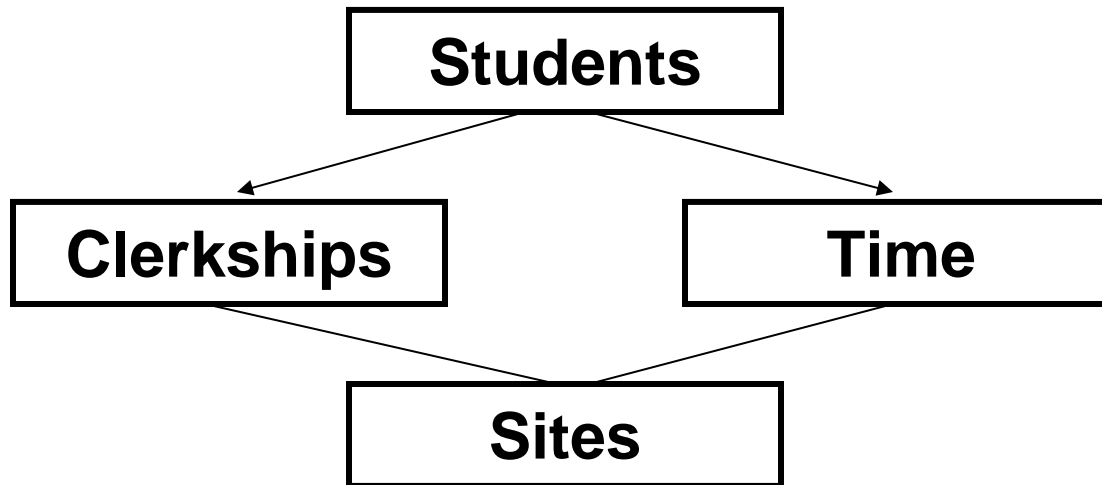
Students

Survey and Focus Groups (Table 1)

	Most Important (1)	(2)	(3)	(4)	Least Important (5)
Location	28	22	19	2	1
Site Reputation	24	17	17	13	0
Specialty	22	26	16	8	0
Sequence	3	14	11	23	1
Work Schedule	0	1	3	2	2



Scheduling Constraints



*** 349 MS3 & MS4 students during 18 core + 6 elective rotations**



Literature Review

Three basic scheduling models

- **Zero-one**
 - no student preference considered
- **Lottery**
 - introduce an objective “fairness”
- **Computerized algorithm**
 - sequence or site



2-step scheduling process for MS4s

Considers both sequence and sites

- **Rotation template for MS4 schedule**
 - **4 x 4 matrix that became 11 (tracks) x 12 (rotations)**
- **Capacities assigned to each track**



2-step scheduling process for MS4s

Considers both sequence and sites

- **Students submit rank-order preferences on-line**
 - **Tracks (1 to 11)**
 - **Sites (1 to 4)**
- **Computer software program “spin”**
 - **Assigns tracks then sites (in reverse order)**



Results

Track Preference Assignments (Table 3)

	Number of Students	Percent of Students
First Preference	119	78.7
Second Preference	18	11.9
Third Preference	10	6.6
Fourth Preference	4	2.7
Totals	151	100



Validation of Results

Clinical Coordinators

- Manual review of computer-generated results
 - assure all requirements fulfilled



Student Satisfaction (*before results*)

Student Responses Regarding Process (Table 4)

Survey Item	Strongly Agree/ Agree	Disagree/ Strongly Disagree
MEMS web format was “user friendly”	56%	44%
Directions for the MEMS system were clear	53%	47%
Number of site preferences was enough	55%	45%
Selection process was improved compared to last year	51%	49%
I would recommend using the same process next year	47%	53%



Student Satisfaction (*after results*)

Student Responses Regarding Schedule Assignments (Table 5)

	Much More Satisfied	More Satisfied	Neutral	More Dissatisfied	Much More Dissatisfied
Student Satisfaction	42.2%	43.8%	3.1%	4.7%	6.3%



2005 Improvements

Introduced lag between track & site assignments

Adjusted track capacities

Allowed body-for-body track switches



Conclusion

A clerkship scheduling model that responds to student preferences for both sequence and sites improves student satisfaction with the process.



Thank you

Any questions?