



### Follow the Yellow Brick Road: HMSOM Continues Journey to Full Accreditation

*By: Jesse Jacondin in collaboration with Sabrina Kovler, M.H.A., and John Schiavone, M.B.A.*

Over the summer, the Hackensack Meridian School of Medicine (HMSOM) took crucial steps towards its ultimate goal of full accreditation from the Middle States Commission on Higher Education (MSCHE). With approvals in place from the State of NJ and New Jersey's Board of Medical Examiners, HMSOM still needs final approval from MSCHE, the Liaison Committee on Medical Education (LCME), and the federal Department of Education (ED).

Dean Stanton, Chair of the Middle States Self-Study Steering Committee, invited nearly six dozen members of the HMH and HMSOM community to participate in the Self-Study process. They were asked to serve on one of five Working Groups or the Steering Committee. Invitees included staff members, faculty, student body, cabinet members, representatives from the Board of Governors, medical scientists, and external community members.

Once the newly-minted Group/Committee members accepted the invitation, they were treated to a self-paced orientation presentation (complete with an Oscar-worthy voice over commentary) that explained the Self-Study's background, process, and workflow going forward. A five-question quiz at the end of the orientation tested their knowledge of what they had learned.

A virtual meeting followed between the Self-Study Stewards (John Schiavone, Sabrina Kovler, and Jesse Jacondin) and the various Chairs of the Working Groups and Steering Committee. At this meeting, the Self-Study Stewards went into more detail about the Standard(s) each Working Group would be expected to research and write about, and how the Steering Committee would guide the -

### HMSOM Set to Administer Third Student Satisfaction Survey

*By: Ron Silvis, Ed.D.*

The School of Medicine will be administering the third edition of our Student Satisfaction Survey to all four cohorts of students currently enrolled by the end of September. This project is a multi-department initiative led by Dr. Ron Silvis, Phase 1 Director and Project Manager, Student Life and Learning, and Mr. Jesse Jacondin, Institutional Effectiveness Specialist, in conjunction with Dean Bonita Stanton.

The purpose of the survey is to obtain student perceptions around various elements of the School of Medicine to help us better deliver on our mission and vision. The process will consist of an initial survey, to which all students will have the opportunity to respond. Following the initial survey, data will be categorized by topic and across cohorts. Follow-up focus groups will ascertain a deeper understanding of the roots of any areas deemed critical. Action plans will be established and presented to the cabinet for review and approval.

Past iterations of this survey have led to capital improvements within the building, positive structural revisions across departments, and curricular changes that have benefitted the student experience. This year's survey also includes questions related to the School's response to the Covid-19 pandemic. The goal is to present an extensive report to the cabinet and have concrete, actionable items by the end of the calendar year.

process. Chairs were given draft agendas for their first meetings, access to a shared drive with valuable resources, and permission to edit a shared calendar. They were asked to schedule weekly or biweekly meetings with their groups for the duration of the Self-Study.

With the Working Groups and Steering Committee set, the Self-Study work can begin in earnest this fall. Several important benchmarks have been set in the coming months to make sure progress is continuous. Working Groups will have report-out meetings with the Steering Committee. The campus community will have opportunities to weigh in and give feedback on their progress by the beginning of 2022.

## IHS Library Quality Improvement Project

By: Christopher P. Duffy, MLIS, AHIP

The IHS Library recently began a quality improvement project to assess the School of Medicine's satisfaction with our library's services, resources, and physical space. This project aimed to gather feedback from all user groups at the School of Medicine to determine areas of improvement.

We created a survey that asked users to respond to questions about the quality of our library support and services, the ease of access to our digital collection, and the satisfaction with our physical space. Survey respondents were also asked to determine what, if anything, would make them access the library more often.

Our survey generated a total of 29 respondents. Of those that responded, 59% were students, 14% were faculty, 14% were staff, 10% were administrators, and 3% were categorized as "Other."

Most survey respondents reported using the library at least once a week (73%), and only 10% reported using the library less than once a month. When asked what would make them use the library more often, a review of the qualitative responses suggested barriers with the login process. The login process was an area for improvement that we had also diagnosed internally, and work has begun on this issue.

Satisfaction with library services and support were high. Ninety percent of respondents were "Satisfied" or "Very Satisfied." Three individuals were "Neither Satisfied nor Dissatisfied," and no respondents selected "Dissatisfied" or "Very Dissatisfied."

Overall, the library facility was viewed favorably, with 70% of respondents saying they were "Satisfied" or "Very Satisfied." Only 6.9% reported being "Dissatisfied" with the library facility. A qualitative data review suggests that some dissatisfaction was related to confusion regarding printing, which we have addressed with our IT colleagues. We have also added instructional signage by the printers.

We are still reviewing the data and hope to have additional areas of improvement in the future.

## Analyses of Diversity and Engagement Survey (DES) Data

By: Chosang Tendhar, Ph.D., M.B.A., M.S.

Hackensack Meridian School of Medicine (HMSOM) administered the 22-item DES in 2019 to faculty, staff, and students. The DES was developed by the University of Massachusetts. It is a reliable and validated scale used throughout the nation that allows institutions to benchmark their progress toward creating an inclusive work environment.

The Institutional Quality Improvement (IQI) committee held a retreat on August 31, 2021 to review the 2019 survey results.

The survey's 22 items are mapped to eight Inclusion Factors, and those eight Inclusion Factors are in turn mapped to three Engagement Clusters. Table 1 below shows the relationship between survey items, Inclusion Factors, and Engagement Clusters.

Table 1. Engagement Clusters and Inclusion Factors of the DES

I. Vision and Purpose	II. Appreciation	III. Camaraderie
1. Access to opportunities (2 items)	5. Appreciation of individual attributes (3 items)	7. Sense of belonging (3 items)
2. Cultural Competence (4 items)		
3. Common Purpose (2 items)	6. Respect (3 items)	8. Trust (3 items)
4. Equitable Reward and Recognition (2 items)		

Three groups were formed, and each group was assigned to analyze and present the findings of one of the main Engagement Clusters. The review focused on the mean scores at the overall survey level, Engagement Cluster level, Inclusion Factor level, and individual items level. In addition, results were disaggregated by demographics and other characteristics, for example, between male and female, faculty and staff, and white and non-white.

Some of the questions that guided the analysis of the data were: (a) what explains the mean differences, if any exist; (b) Is there room to improve mean scores; and (c) what quality improvement projects could be recommended?

Each group was provided with the questionnaire and set of data pertaining to the Engagement Cluster they were assigned to examine. The retreat participants reconvened after each group had 30 minutes to complete the data analyses. They then presented their findings and recommendations.

Overall, the retreat was successful. The questions that guided the analyses generated robust discussions. One of the overarching recommendations was that the DES should be administered periodically. There was a great interest in seeing how the survey participants' perceptions of inclusivity and climate of work environment might have changed due to the coronavirus pandemic. A second survey will be administered soon.

Some of the recommendations and quality improvement projects that came out of the discussion included (a) leadership training for overall communication and to help connect people with the shared vision; (b) more staff appreciation events; and (c) a triangulation of data from different sources to increase confidence in interpretations and conclusions drawn.