

## Clinical Evaluation Process for Academic Clinicians

The clinical evaluation is one of the tools used to assess excellence in clinical care for faculty on the Academic Clinician Track. The clinical evaluation is usually required for:

- Promotion on the academic clinician track to the ranks of associate professor or professor
- Appointment to associate professor or professor on the academic clinician track if the candidate is currently a Clinician-Educator, Tenure Track faculty, Health System Clinician or CHOP Physician with or without a clinical faculty appointment

The clinical evaluation questionnaire consists of six questions. The questions are as follows:

1. **Medical knowledge, clinical judgment, and clinical skills.** The candidate shows wide-ranging and in-depth medical knowledge, decisiveness or caution when appropriate, creative and sound approaches to diagnosis and treatment, and model clinical skills.
2. **Communication with other health professionals.** The candidate is one whose opinion you seek out and value and who communicates well with you, who returns calls promptly, who treats you as an equal, who conveys clinically useful information as well as its underlying basis in medical knowledge, and who shows enthusiasm to share expertise and assist with patient care.
3. **Compassion and respect for and communication with patients.** The candidate makes full explanations to patients and their families about diagnostic and therapeutic outlook and plans, returns calls promptly, speaks to patients in language they can understand and makes sure he or she is fully understood, answers all questions, sympathizes with and allays patients' and families' fear, anxiety, and anger, treats them with courtesy and dignity, and is on time for patient visits or procedures insofar as possible.
4. **Dedication and enthusiasm for patient care.** The candidate demonstrates enthusiasm for patient care and willingness to do additional clinical work if needed, squeeze in patient visits and, in general, "go the extra mile."
5. **Professionalism and respect for colleagues, trainees, and allied health professionals.** The candidate treats all members of the health care team with civility, respect, and awareness of the impact of his or her behavior on others.
6. **Overall performance.** The candidate demonstrates a high level of clinical and interpersonal skills and is one you would choose for yourself or recommend to a family member.

The rating scale is either exceeds expectations, meets expectations, or cannot evaluate. The evaluator is also asked to add a qualitative comment

The faculty candidate selects the following as evaluators:

- Fifteen Colleagues - may include up to five referring physicians from outside the Health System; at least six must be outside the candidate's division
- Five Former Trainees - may include fellows or house staff worked with more than three years ago
- Five Allied Health Professionals - may include nurses, coordinators, medical support staff, technicians, dietitians, physical therapists, etc.
- The Division Chief and/or Department Chair

Procedure:

- The faculty coordinator works with the faculty candidate to receive the names of the evaluators for the clinical evaluation questionnaire. A suggested template to collect the information may be accessed at:  
<http://somapps.med.upenn.edu/fapd/documents/ext00077.doc>
- The faculty coordinator completes the necessary information (including the name of the faculty candidate, proposed rank, and the coordinator information) on the clinical evaluation questionnaire and sends the clinical evaluation questionnaire to the evaluators, usually by email. The clinical evaluation questionnaire for promotion may be accessed at: <http://somapps.med.upenn.edu/fapd/documents/ext00078.doc>

The clinical evaluation questionnaire for appointment may be accessed at:  
<http://somapps.med.upenn.edu/fapd/documents/ext00079.doc>

- The faculty coordinator should follow up with evaluators who have not responded to the request for information.
- The faculty coordinator may submit the compiled clinical evaluation questionnaires to Faculty Affairs and Professional Development (FAPD) for determination of the clinical evaluation score for review by the Department Committee on Appointments and Promotions. The Department Committee on Appointments and Promotions should review the responses to the clinical evaluation questionnaires.
- If the faculty candidate is approved by the Department Committee on Appointments and Promotions, the faculty coordinator should submit the completed clinical evaluation questionnaires with the required number of dossiers (including the Educational Database) to FAPD.
- The complete dossier and the clinical evaluations will be submitted to the Academic Clinician Advisory Committee of the Perelman School of Medicine Committee on Appointments and Promotions (COAP).
- The Academic Clinician Advisory Committee will review and summarize the information and provide a recommendation to the COAP.

Additional Information:

- Evaluators for the clinical evaluation questionnaire may also be solicited to write a letter of recommendation that is included in the dossier.
- Evaluators for the clinical evaluation questionnaire may also be solicited to write recommendation letters included in the educational database.