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(12) **Patent Application Publication**

Melamed

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(54) **SYSTEM AND METHOD FOR FACILITATING GENERATION AND PERFORMANCE OF ON-LINE EVALUATIONS**

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Related U.S. Application Data

(63) Continuation of application No. 11/933,979, filed on Nov. 1, 2007, now Pat. No. 7,899,702, which is a continuation of application No. 10/106,933, filed on Mar. 25, 2002, now abandoned.

(60) Provisional application No. 60/278,299, filed on Mar. 23, 2001.

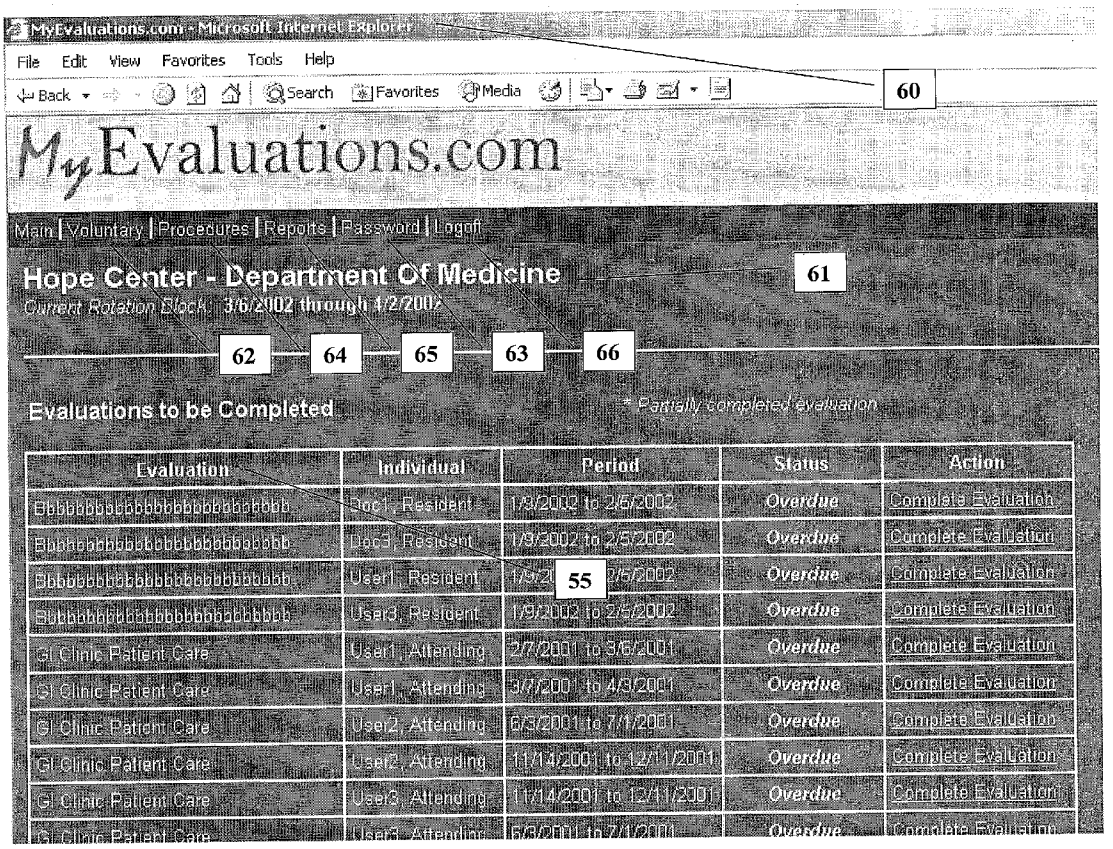
Publication Classification

(51) **Int. Cl.**
G06Q 10/00 (2006.01)

(52) **U.S. Cl.** **705/7.42**

(57) **ABSTRACT**

A system and method for facilitating on-line generation and assignment of evaluations for entities of a particular organization comprising: a web-based server device for generating web-based communications for delivery to web-enabled devices over a communications network, and receiving web-based communications via the network; an evaluation build module for initiating a web-based communication via the server device for receipt by a user device, the communication comprising a first interface for receiving user input to generate a customized evaluation for a particular organization including input for specifying a target audience (evaluator) for the evaluation, specifying a subject (evaluatee) of the evaluation, specifying associated evaluation questions for the target audience, and specifying potential answer choice types to be entered by evaluators when completing the evaluation; and, evaluation assignment module for generating an evaluations assignment interface via a web-based communication for receiving user input to selectively assign and schedule by date and date range the generated evaluations to one or more evaluators for receipt at web-enabled devices, wherein the assigned evaluations are capable of being viewed and completed on-line by the evaluators.



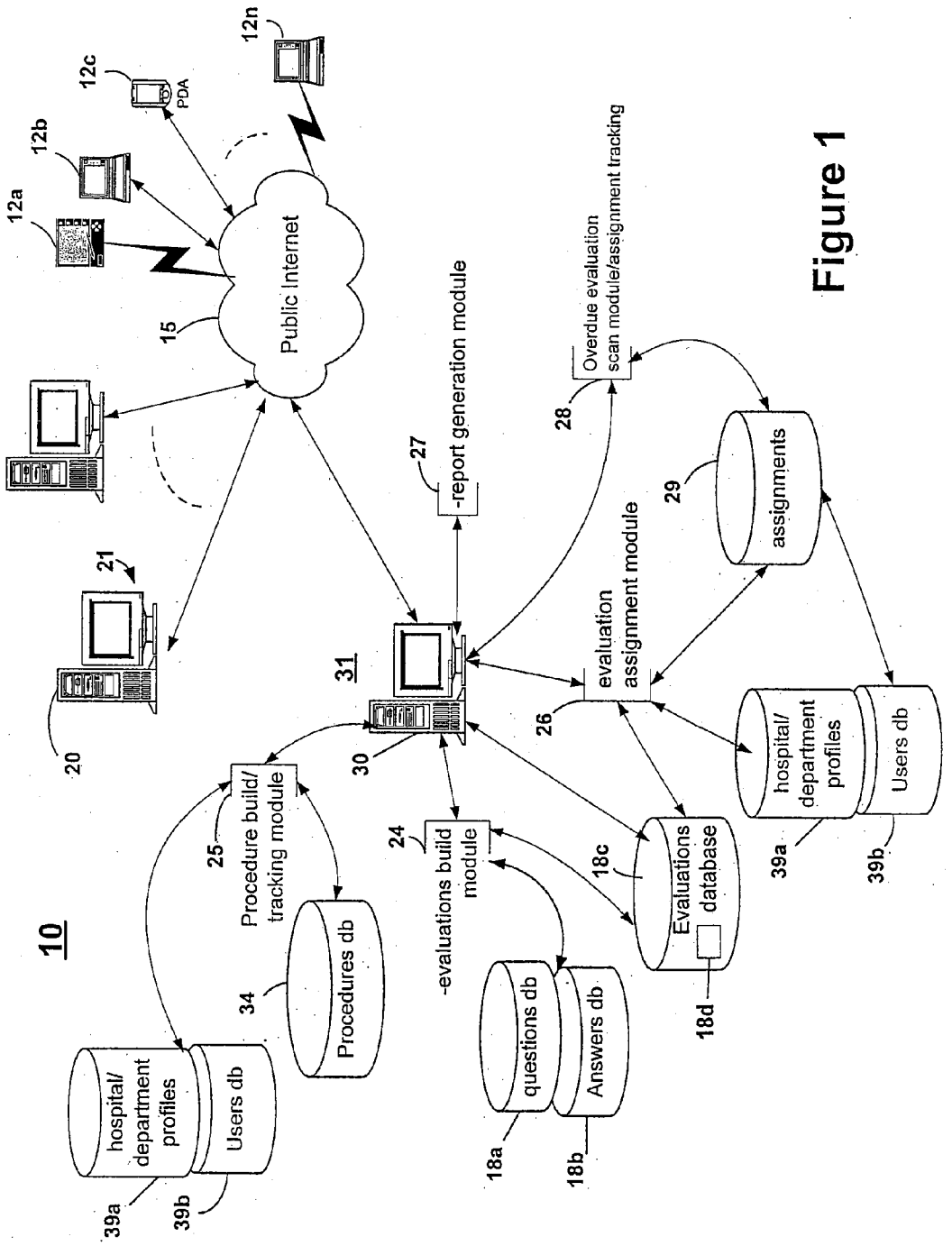

10
12a
12b
12c
PDA
12n
Public Internet
15
20
21
30
31
25
Procedure build/ tracking module
Procedures db
34
hospital/ department profiles
Users db
39a
39b
24
-evaluations build module
questions db
Answers db
18a
18b
-report generation module
27
Overdue evaluation scan module/assignment tracking
28
evaluation assignment module
26
assignments
29
Evaluations database
18c
18d
hospital/ department profiles
Users db
39a
39b

Figure 1

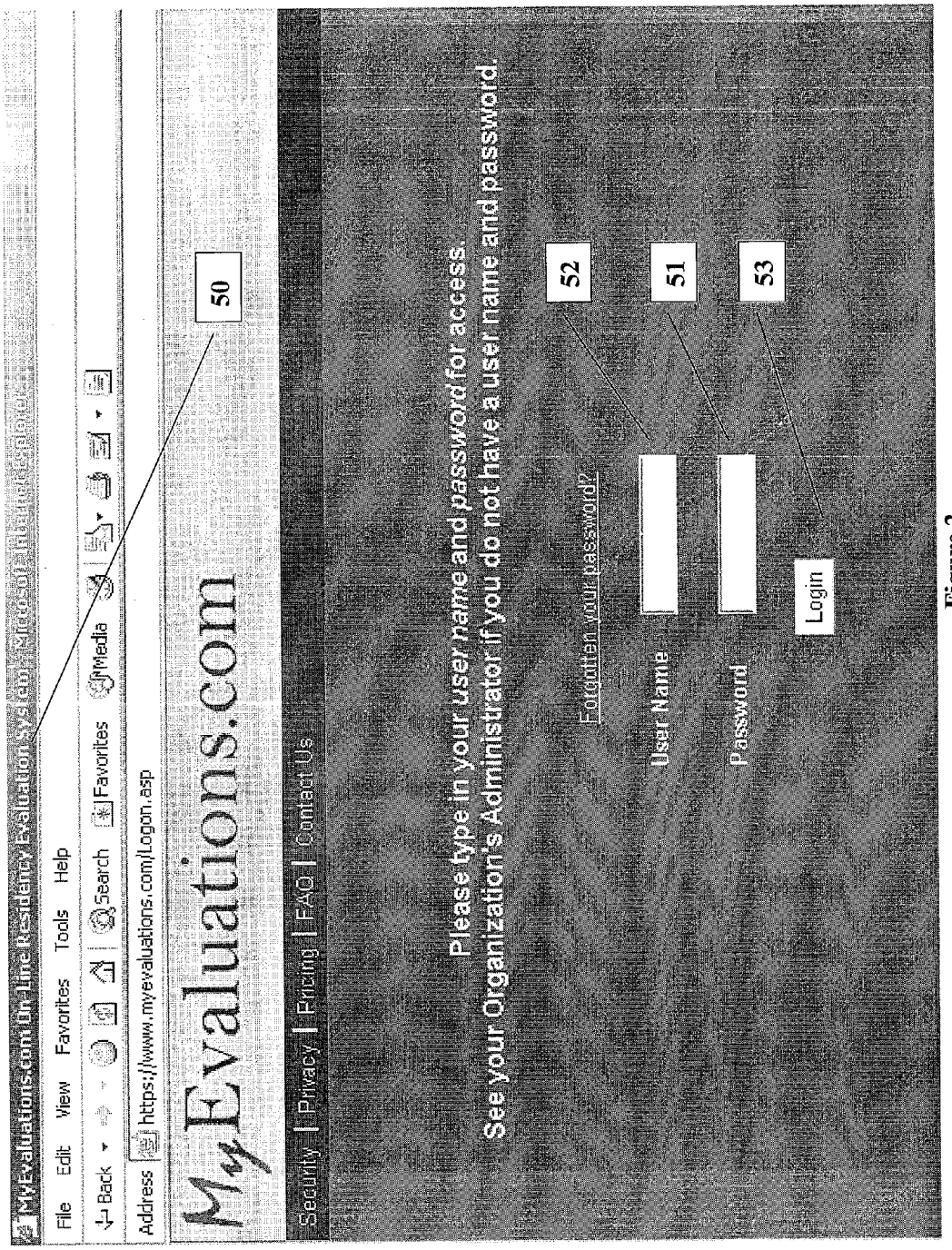
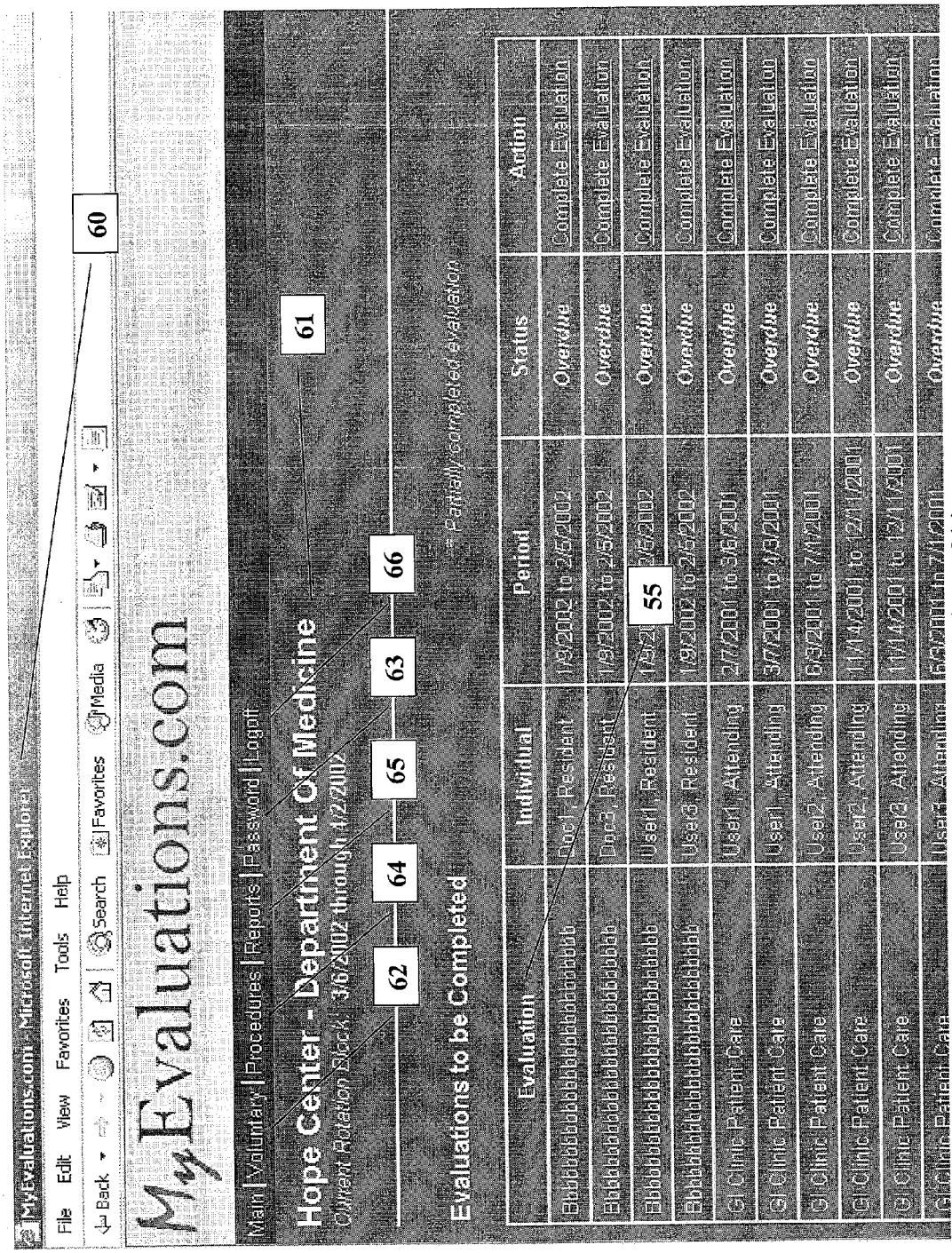

MyEvaluations.com On-Line Residency Evaluation System from Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://www.myevaluations.com/Logon.asp
MyEvaluations.com
50
Security | Privacy | Pricing | FAQ | Contact Us
Please type in your user name and password for access.
See your Organization's Administrator if you do not have a user name and password.
Forgotten your password?
52
User Name
51
Password
53
Login

Figure 2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Back Search Favorites Media
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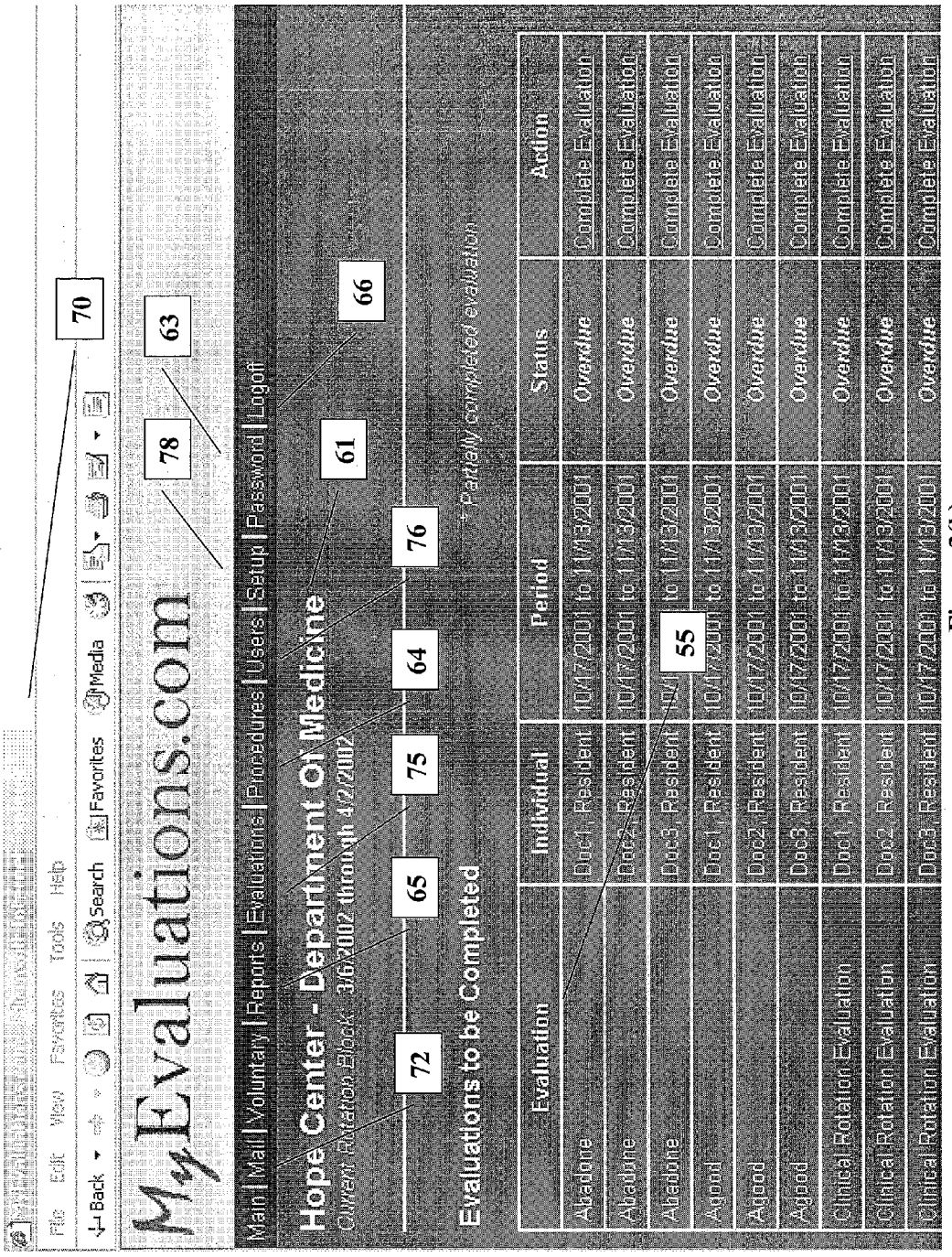
Hope Center - Department Of Medicine
Current Rotation Block: 3/6/2002 through 4/2/2002
Evaluations to be Completed
* Partially completed evaluation
Evaluation
Individual
Period
Status
Action
Complete Evaluation
Overdue
60
61
62
63
64
65
66
55

Figure 3(a)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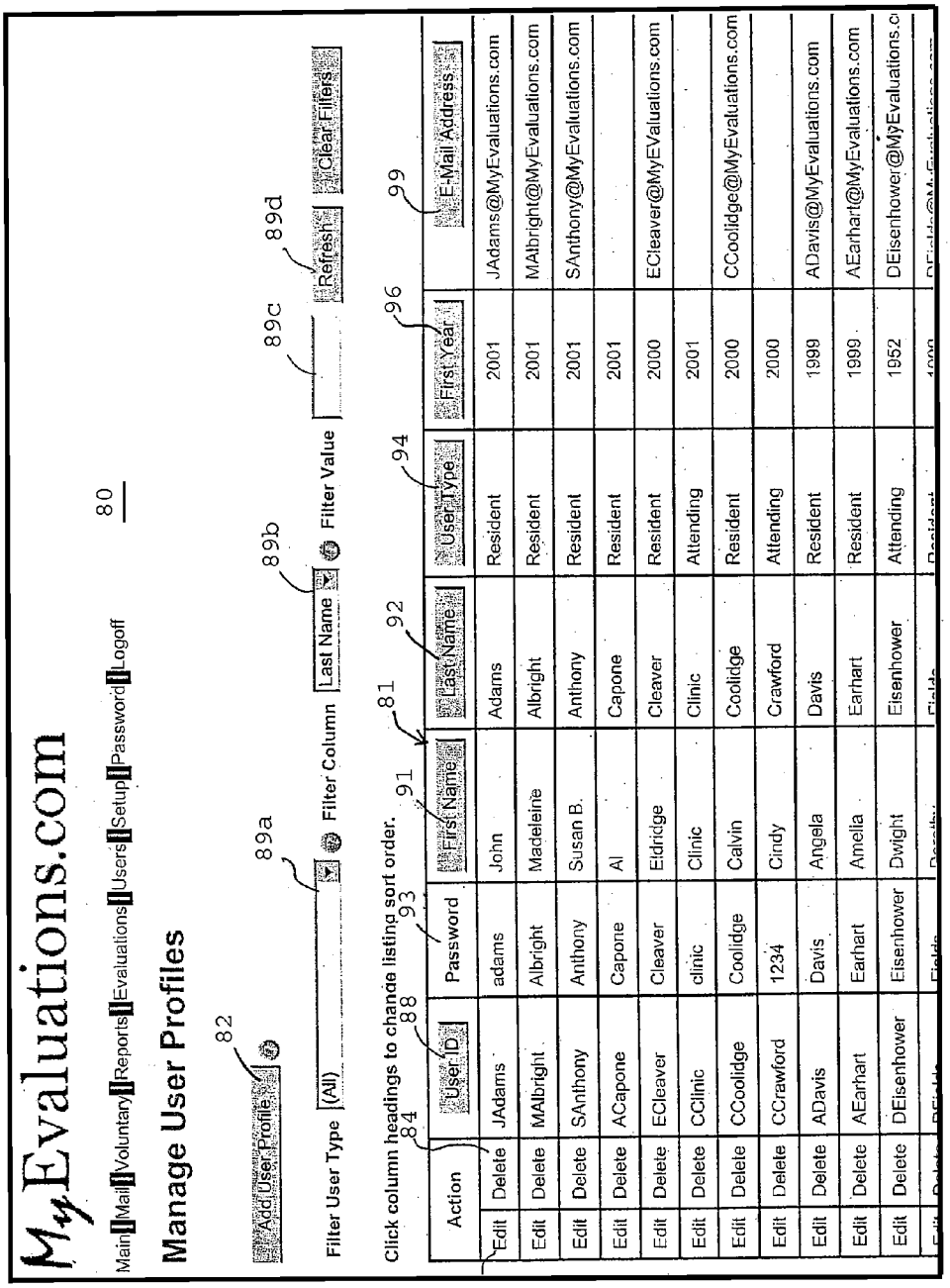
Hope Center - Department Of Medicine
Current Rotation Block: 3/6/2002 through 4/2/2002
Evaluations to be Completed
+ Partially completed evaluation
Evaluation
Individual
Period
Status
Action
Abadone
Doc1, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
Abadone
Doc2, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
Abadone
Doc3, Resident
10/ to 11/3/2001
Overdue
Complete Evaluation
Apgod
Doc1, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
Apgod
Doc2, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
Apgod
Doc3, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
Clinical Rotation Evaluation
Doc1, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
Clinical Rotation Evaluation
Doc2, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
Clinical Rotation Evaluation
Doc3, Resident
10/7/2001 to 11/3/2001
Overdue
Complete Evaluation
70
63
78
61
66
72
65
75
64
76
55

Figure 3(b)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Manage User Profiles
82
Add User Profile
89a
89b
89c
89d
Filter User Type (All)
Filter Column Last Name
Filter Value
Refresh
Clear Filters
Click column headings to change listing sort order.
81
91
92
94
96
99
83
84
88
93
Action
User ID
Password
First Name
Last Name
User Type
First Year
E-Mail Address
Edit Delete JAdams adams John Adams Resident 2001 JAdams@MyEvaluations.com
Edit Delete MAlbright Albright Madeleine Albright Resident 2001 MAlbright@MyEvaluations.com
Edit Delete SAnthony Anthony Susan B. Anthony Resident 2001 SAnthony@MyEvaluations.com
Edit Delete ACapone Capone Al Capone Resident 2001
Edit Delete ECleaver Cleaver Eldridge Cleaver Resident 2000 ECleaver@MyEvaluations.com
Edit Delete CClinic clinic Clinic Clinic Attending 2001
Edit Delete CCoolidge Coolidge Calvin Coolidge Resident 2000 CCoolidge@MyEvaluations.com
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Edit Delete ADavis Davis Angela Davis Resident 1999 ADavis@MyEvaluations.com
Edit Delete AEarhart Earhart Amelia Earhart Resident 1999 AEarhart@MyEvaluations.com
Edit Delete DEisenhower Eisenhower Dwight Eisenhower Attending 1952 DEisenhower@MyEvaluations.com

Figure 4

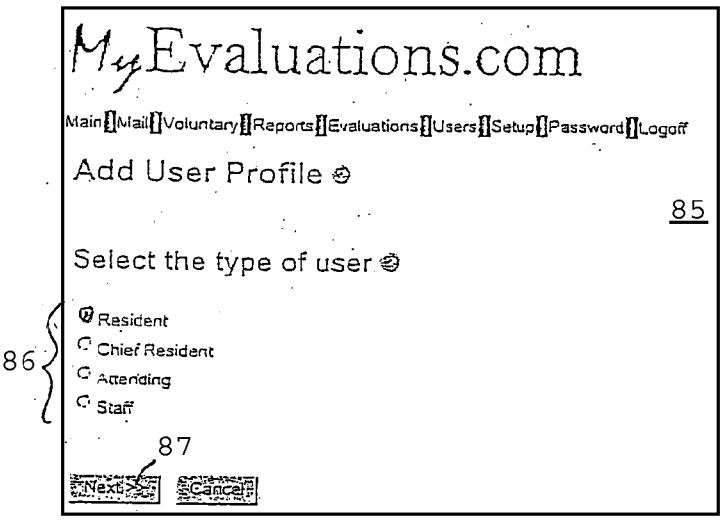


Figure 5(a)

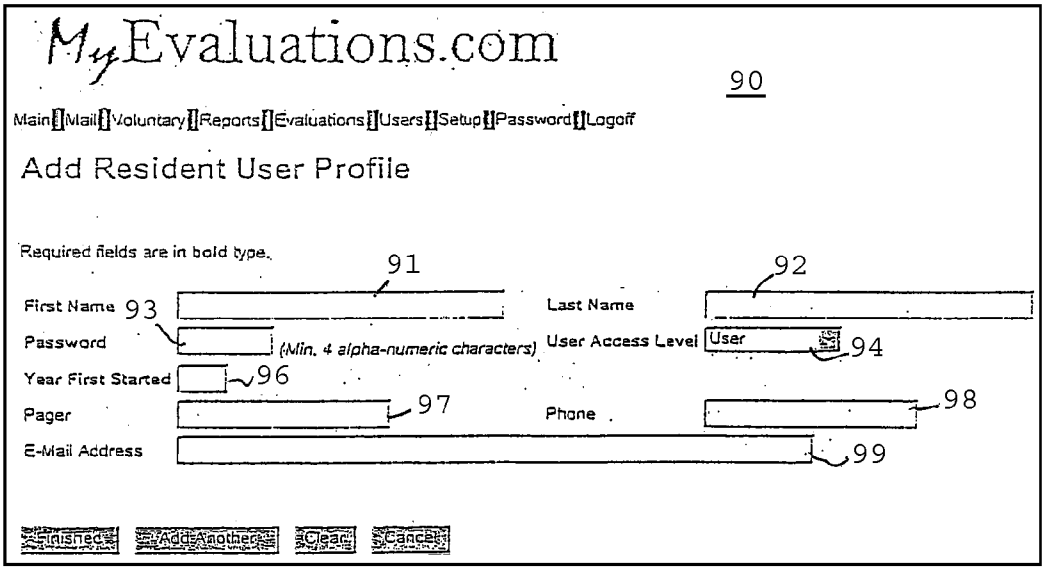
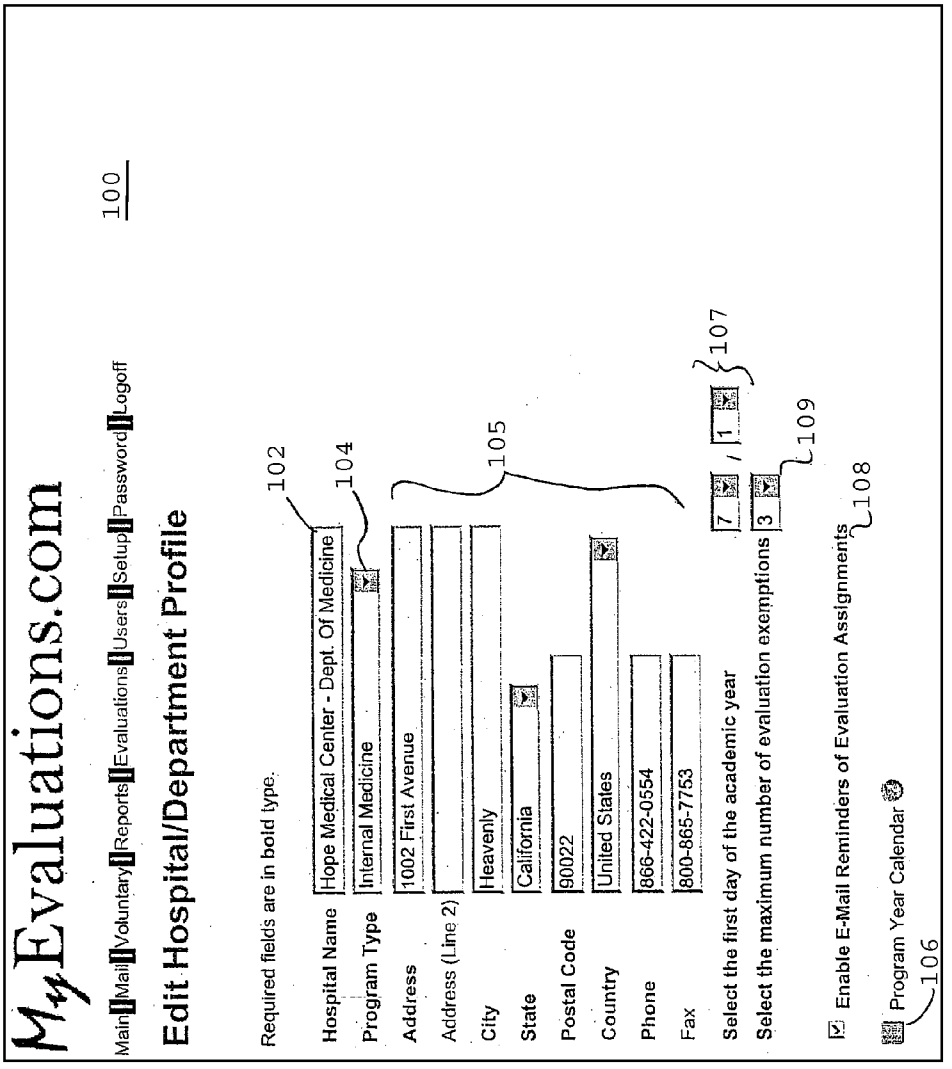


Figure 5(b)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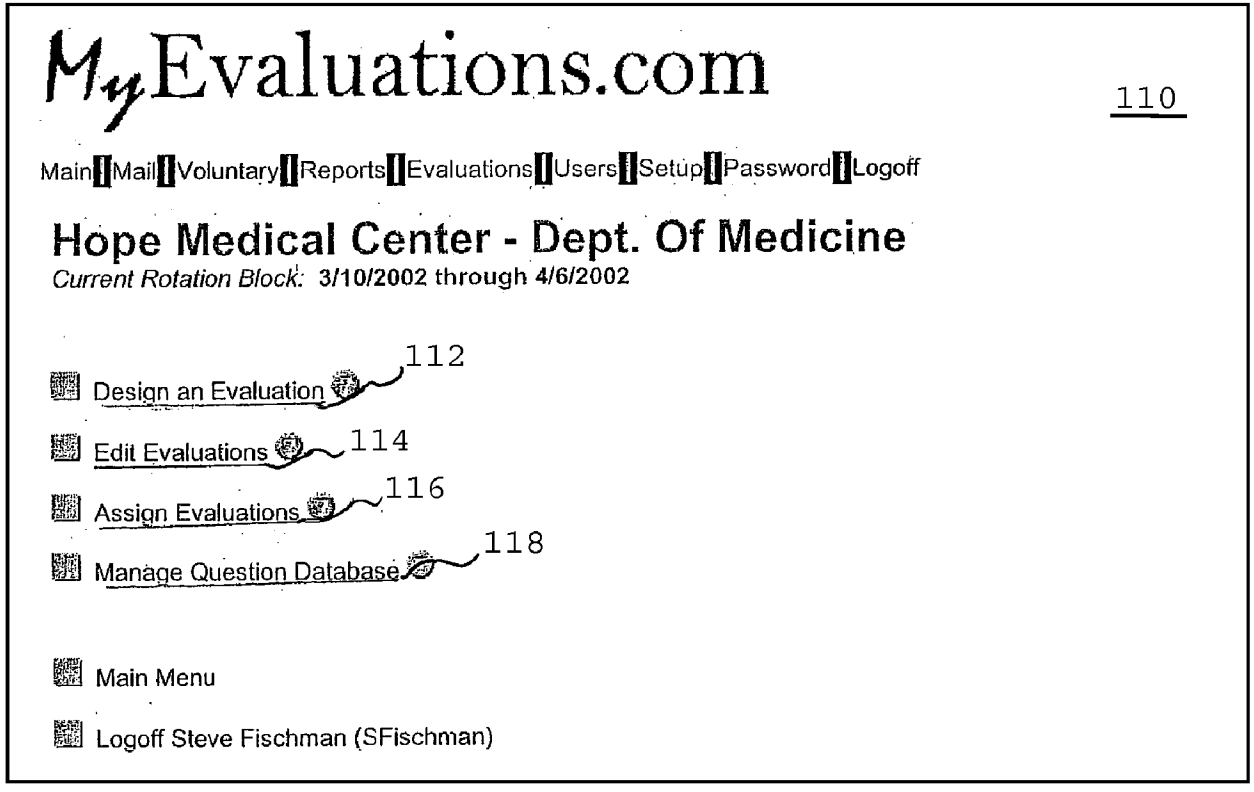
Edit Hospital/Department Profile
Required fields are in bold type.
102
Hospital Name
Hope Medical Center - Dept. Of Medicine
104
Program Type
Internal Medicine
Address
1002 First Avenue
Address (Line 2)
105
City
Heavenly
State
California
Postal Code
90022
Country
United States
Phone
866-422-0554
Fax
800-865-7753
Select the first day of the academic year
7 / 1
107
Select the maximum number of evaluation exemptions
3
109
Enable E-Mail Reminders of Evaluation Assignments
108
Program Year Calendar
106

Figure 6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110
Main | Mail | Voluntary | Reports | Evaluations | Users | Setup | Password | Logoff
Hope Medical Center - Dept. Of Medicine
Current Rotation Block: 3/10/2002 through 4/6/2002
Design an Evaluation
112
Edit Evaluations
114
Assign Evaluations
116
Manage Question Database
118
Main Menu
Logoff Steve Fischman (SFischman)

Figure 7

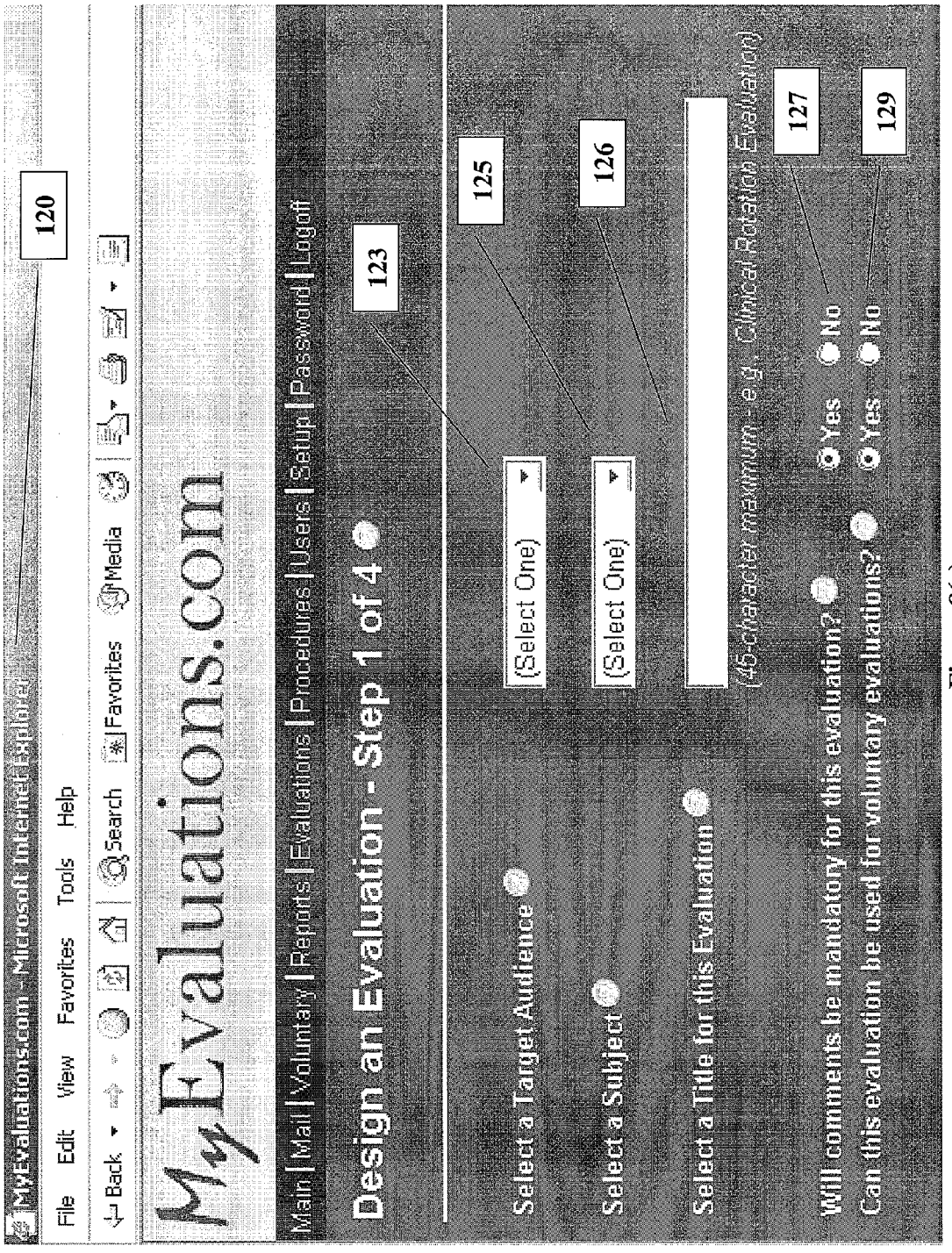

MyEvaluations.com - Microsoft Internet Explorer
120
File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
Design an Evaluation - Step 1 of 4
123
Select a Target Audience
(Select One)
125
Select a Subject
(Select One)
126
Select a Title for this Evaluation
(45-character maximum - e.g., Clinical Rotation Evaluation)
Will comments be mandatory for this evaluation?
Yes
No
127
Can this evaluation be used for voluntary evaluations?
Yes
No
129

Figure 8(a)

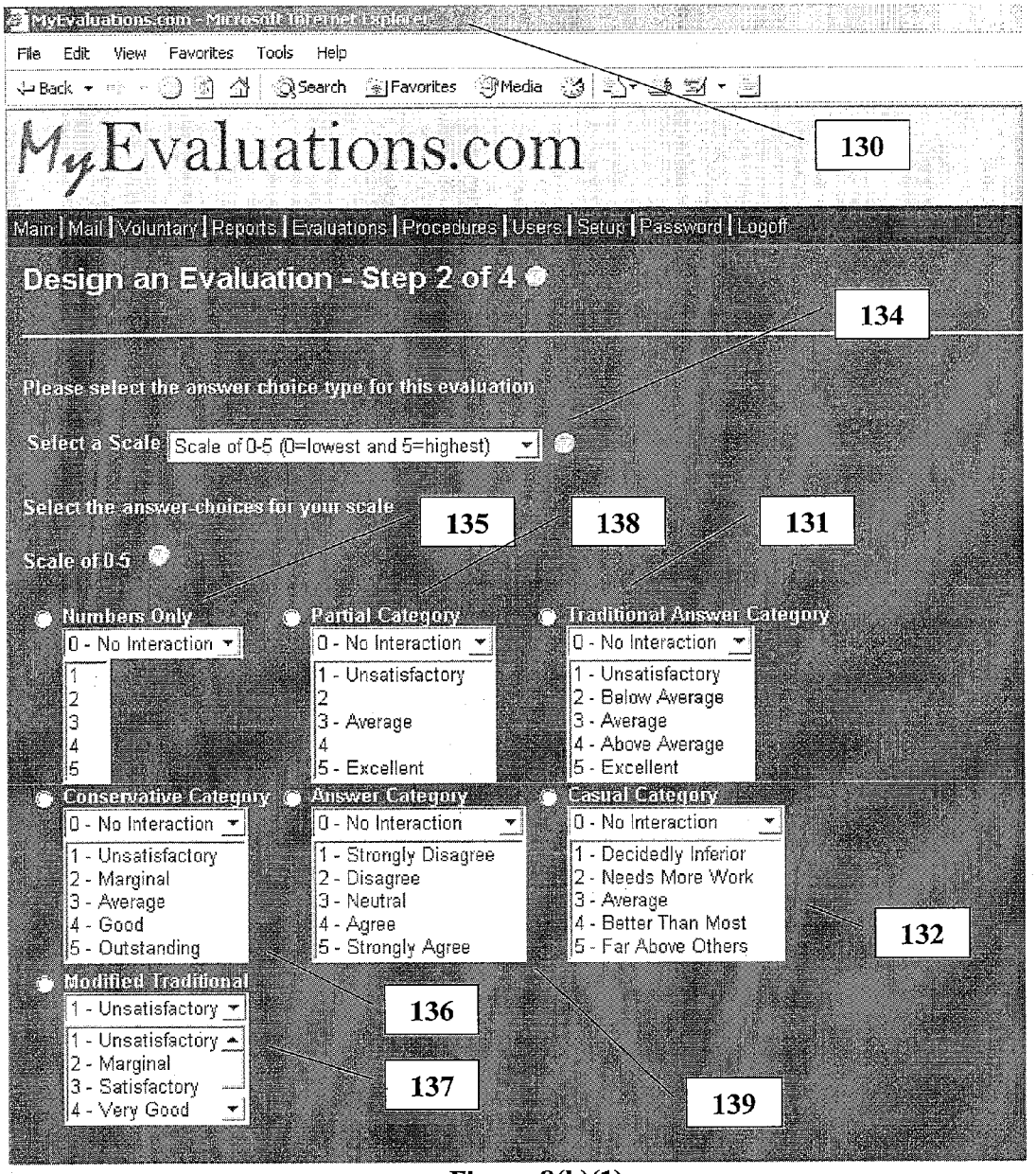

MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
130
Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
Design an Evaluation - Step 2 of 4
134
Please select the answer choice type for this evaluation
Select a Scale
Scale of 0-5 (0=lowest and 5=highest)
Select the answer choices for your scale
135
138
131
Scale of 0-5
Numbers Only
0 - No Interaction
1
2
3
4
5
Partial Category
0 - No Interaction
1 - Unsatisfactory
2
3 - Average
4
5 - Excellent
Traditional Answer Category
0 - No Interaction
1 - Unsatisfactory
2 - Below Average
3 - Average
4 - Above Average
5 - Excellent
Conservative Category
0 - No Interaction
1 - Unsatisfactory
2 - Marginal
3 - Average
4 - Good
5 - Outstanding
Answer Category
0 - No Interaction
1 - Strongly Disagree
2 - Disagree
3 - Neutral
4 - Agree
5 - Strongly Agree
Casual Category
0 - No Interaction
1 - Decidedly Inferior
2 - Needs More Work
3 - Average
4 - Better Than Most
5 - Far Above Others
132
Modified Traditional
1 - Unsatisfactory
1 - Unsatisfactory
2 - Marginal
3 - Satisfactory
4 - Very Good
136
137
139

Figure 8(b)(1)

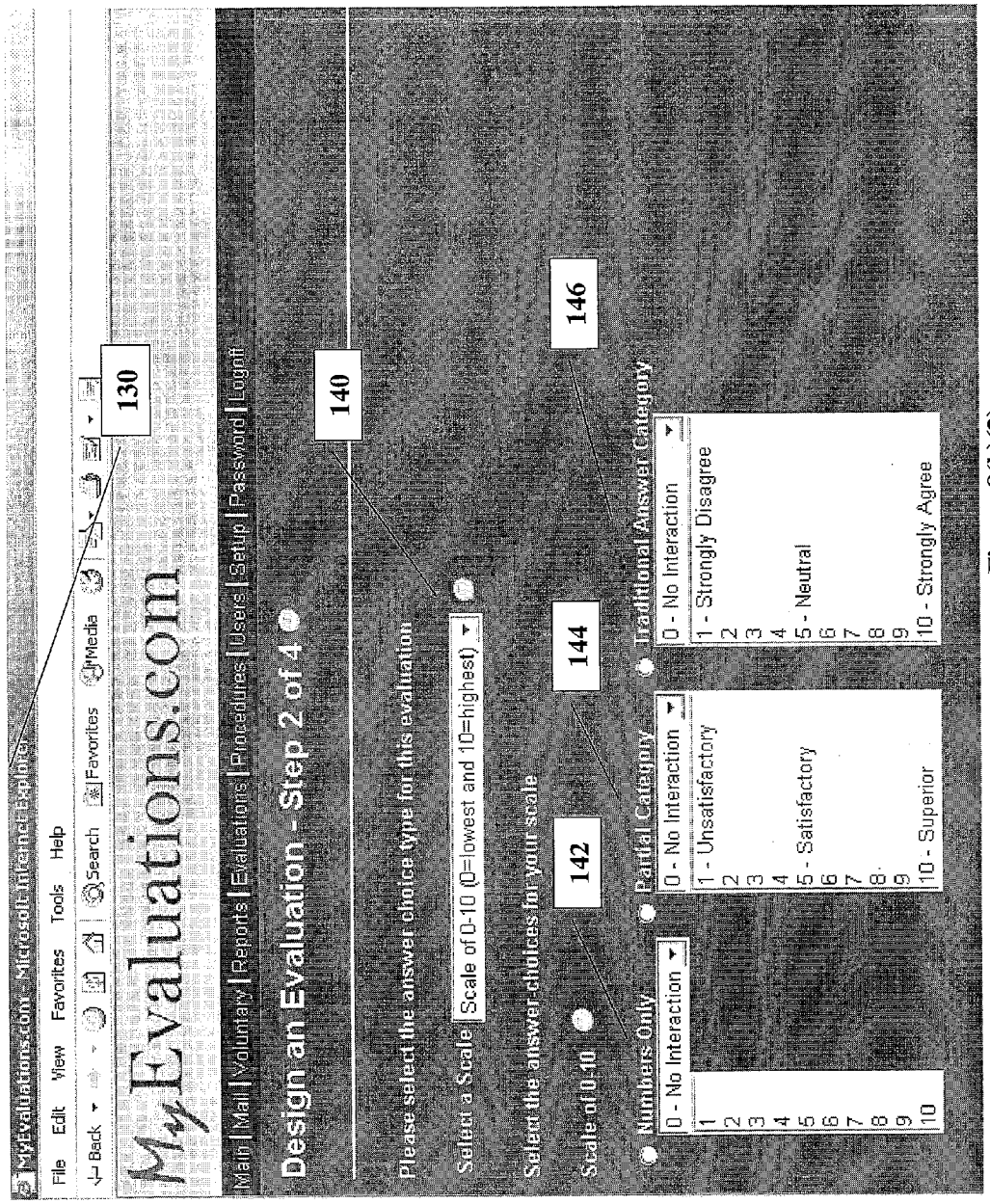

MyEvaluations.com
Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
Design an Evaluation - Step 2 of 4
Please select the answer choice type for this evaluation
Select a Scale
Scale of 0-10 (0=lowest and 10=highest)
Select the answer-choices for your scale
Scale of 0-10
Numbers Only
Partial Category
Traditional Answer Category
0 - No Interaction
1 - Unsatisfactory
5 - Satisfactory
10 - Superior
1 - Strongly Disagree
5 - Neutral
10 - Strongly Agree
130
140
142
144
146

Figure 8(b)(2)

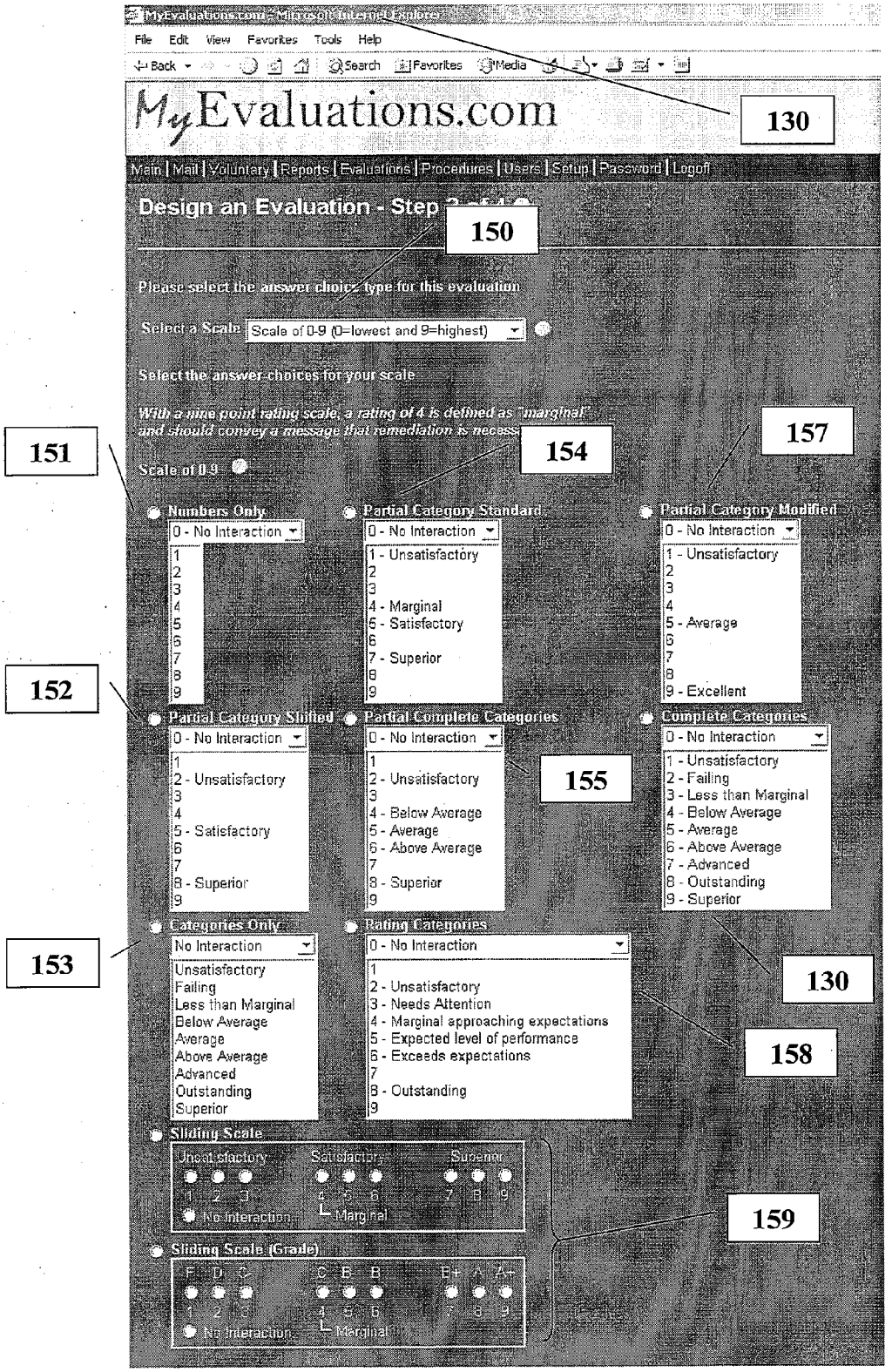
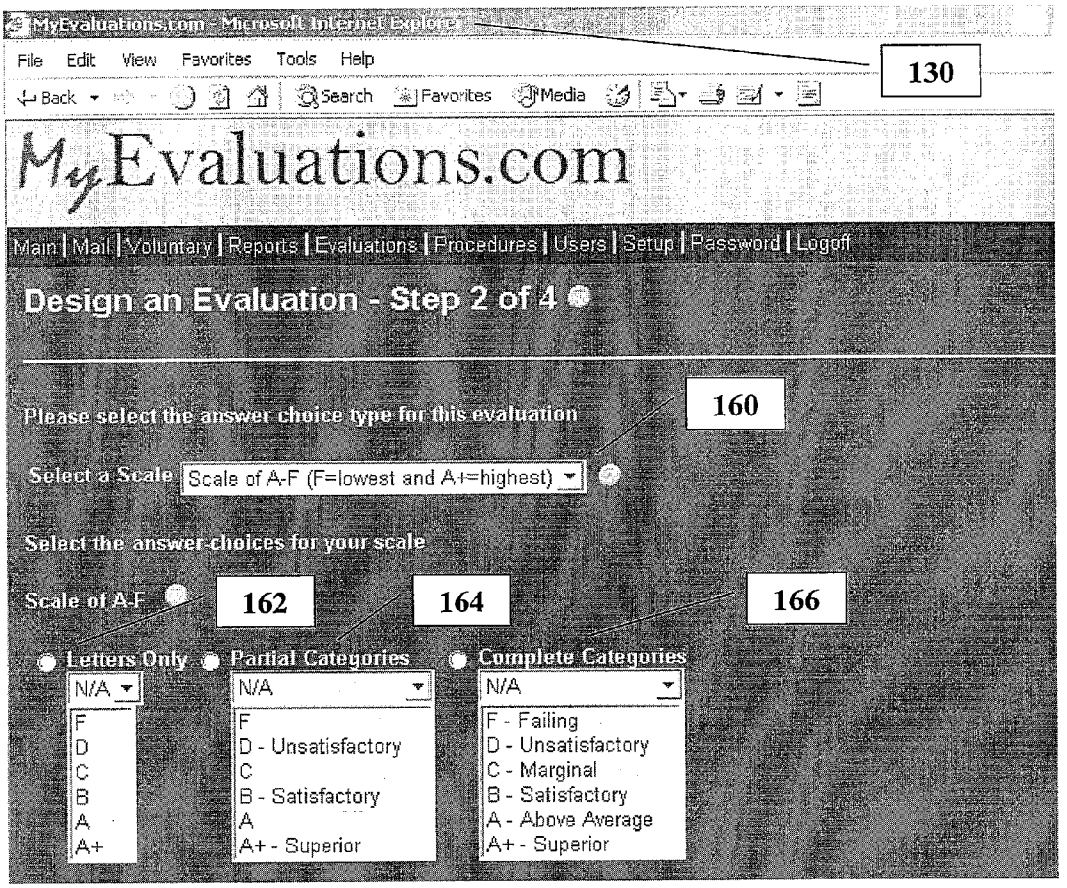

MyEvaluations.com
130
Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
Design an Evaluation - Step
150
Please select the answer choice type for this evaluation
Select a Scale: Scale of 0-9 (0=lowest and 9=highest)
Select the answer choices for your scale
With a nine point rating scale, a rating of 4 is defined as "marginal"
and should convey a message that remediation is necess
151
154
157
Scale of 0-9
Numbers Only
Partial Category Standard
Partial Category Modified
152
Partial Category Slidfied
Partial Complete Categories
Complete Categories
155
153
Categories Only:
Rating Categories
130
158
Sliding Scale
Unsatisfactory
Satisfactory
Superior
Marginal
159
Sliding Scale (Grade)
No Interaction

Figure 8(b)(3)


MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
130
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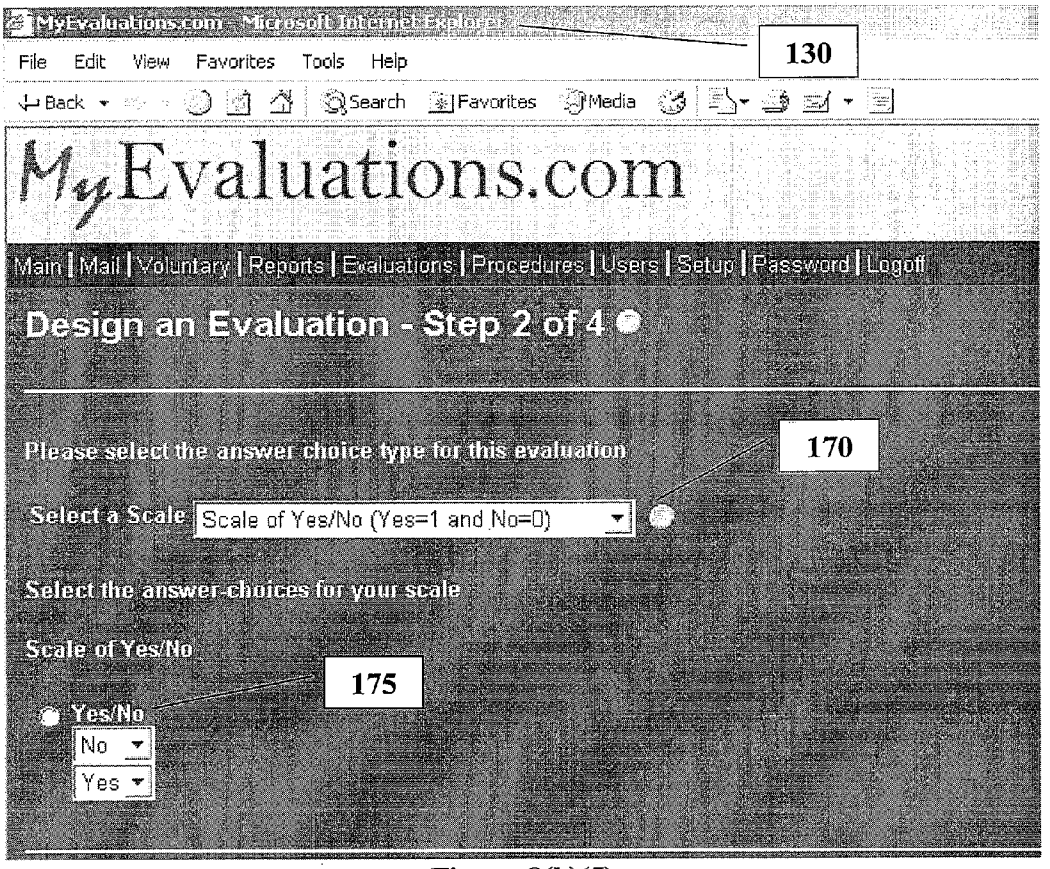
MyEvaluations.com
Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
Design an Evaluation - Step 2 of 4
Please select the answer choice type for this evaluation
160
Select a Scale
Scale of A-F (F=lowest and A+=highest)
Select the answer choices for your scale
Scale of A-F
162
164
166
Letters Only
Partial Categories
Complete Categories
N/A
F
D
C
B
A
A+
N/A
F
D - Unsatisfactory
C
B - Satisfactory
A
A+ - Superior
N/A
F - Failing
D - Unsatisfactory
C - Marginal
B - Satisfactory
A - Above Average
A+ - Superior

Figure 8(b)(4)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Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
Design an Evaluation - Step 2 of 4
Please select the answer choice type for this evaluation
170
Select a Scale
Scale of Yes/No (Yes=1 and No=0)
Select the answer choices for your scale
Scale of Yes/No
175
Yes/No
No
Yes

Figure 8(b)(5)

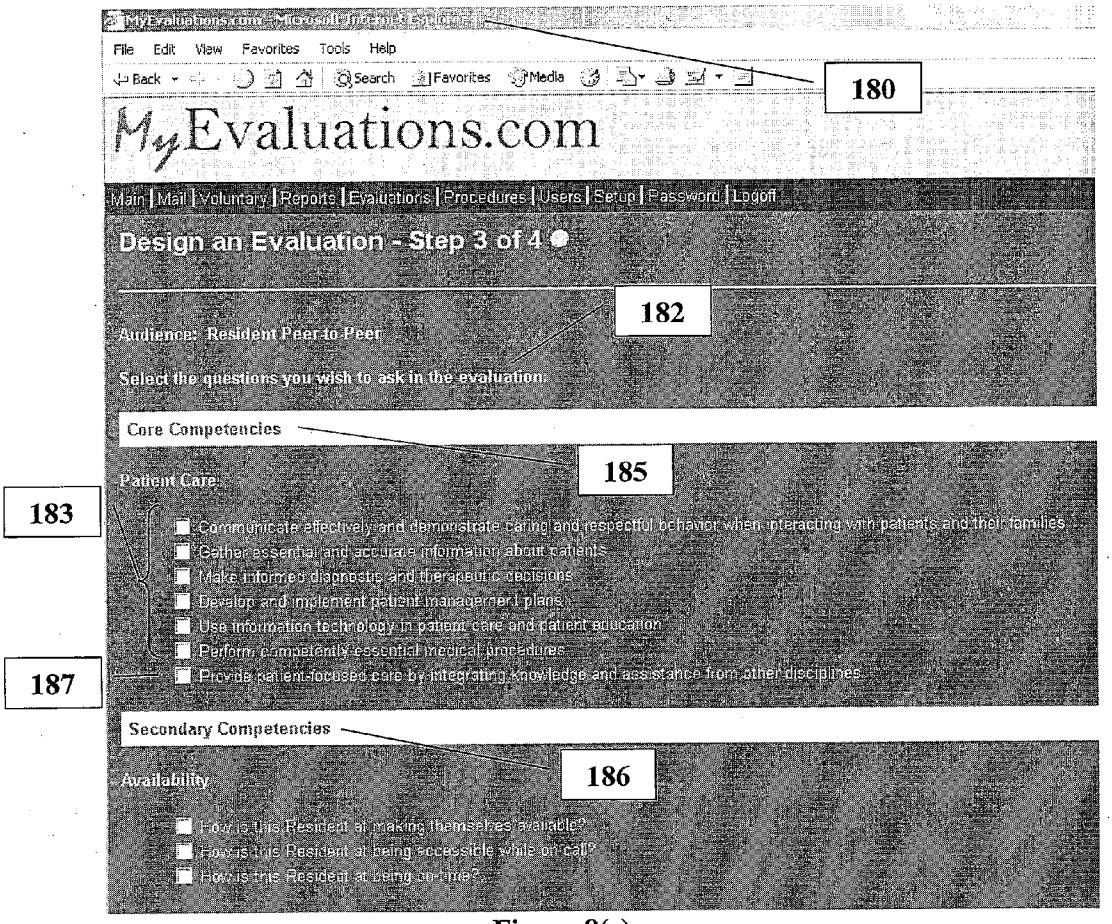
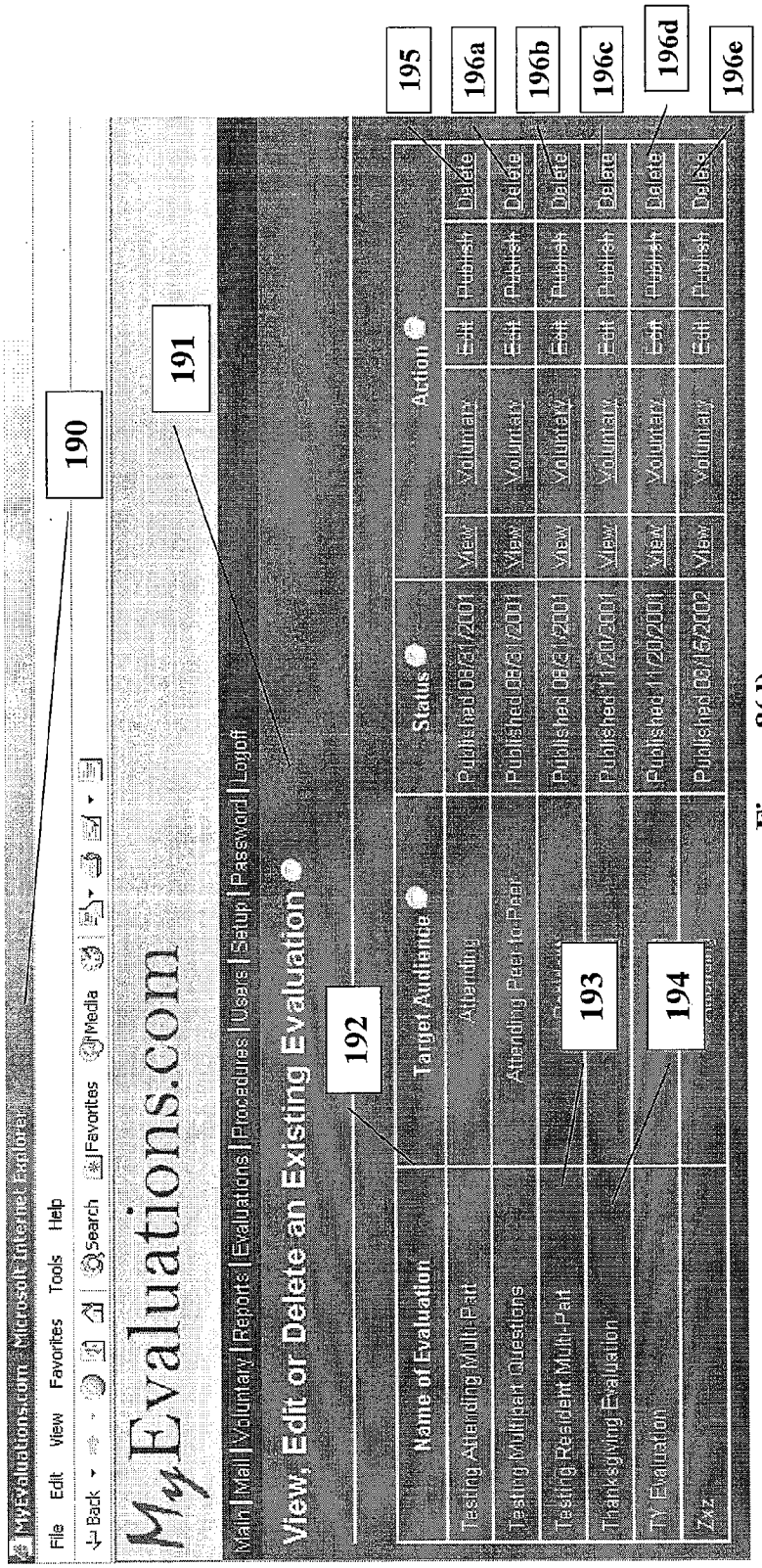

File Edit View Favorites Tools Help
Back Search Favorites Media
180
MyEvaluations.com
Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
Design an Evaluation - Step 3 of 4
182
Audience: Resident Peer to Peer
Select the questions you wish to ask in the evaluation:
Core Competencies
185
Patient Care
183
Communicate effectively and demonstrate caring and respectful behavior when interacting with patients and their families
Gather essential and accurate information about patients
Make informed diagnostic and therapeutic decisions
Develop and implement patient management plans
Use information technology in patient care and patient education
Perform competently essential medical procedures
187
Provide patient-focused care by integrating knowledge and assistance from other disciplines
Secondary Competencies
186
Availability
How is this Resident at making themselves available?
How is this Resident at being accessible while on call?
How is this Resident at being on time?

Figure 8(c)


MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
Main | Mail | Voluntary | Reports | Evaluations | Procedures | Users | Setup | Password | Logoff
View, Edit or Delete an Existing Evaluation
Name of Evaluation
Target Audience
Status
Action
Testing Attending Multi-Part
Attending
Published 08/31/2001
View
Voluntary
Edit
Publish
Delete
Testing Milligan Questions
Attending Peer to Peer
Published 08/31/2001
View
Voluntary
Edit
Publish
Delete
Testing Resident Multi-Part
Resident
Published 08/31/2001
View
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Published 03/15/2002
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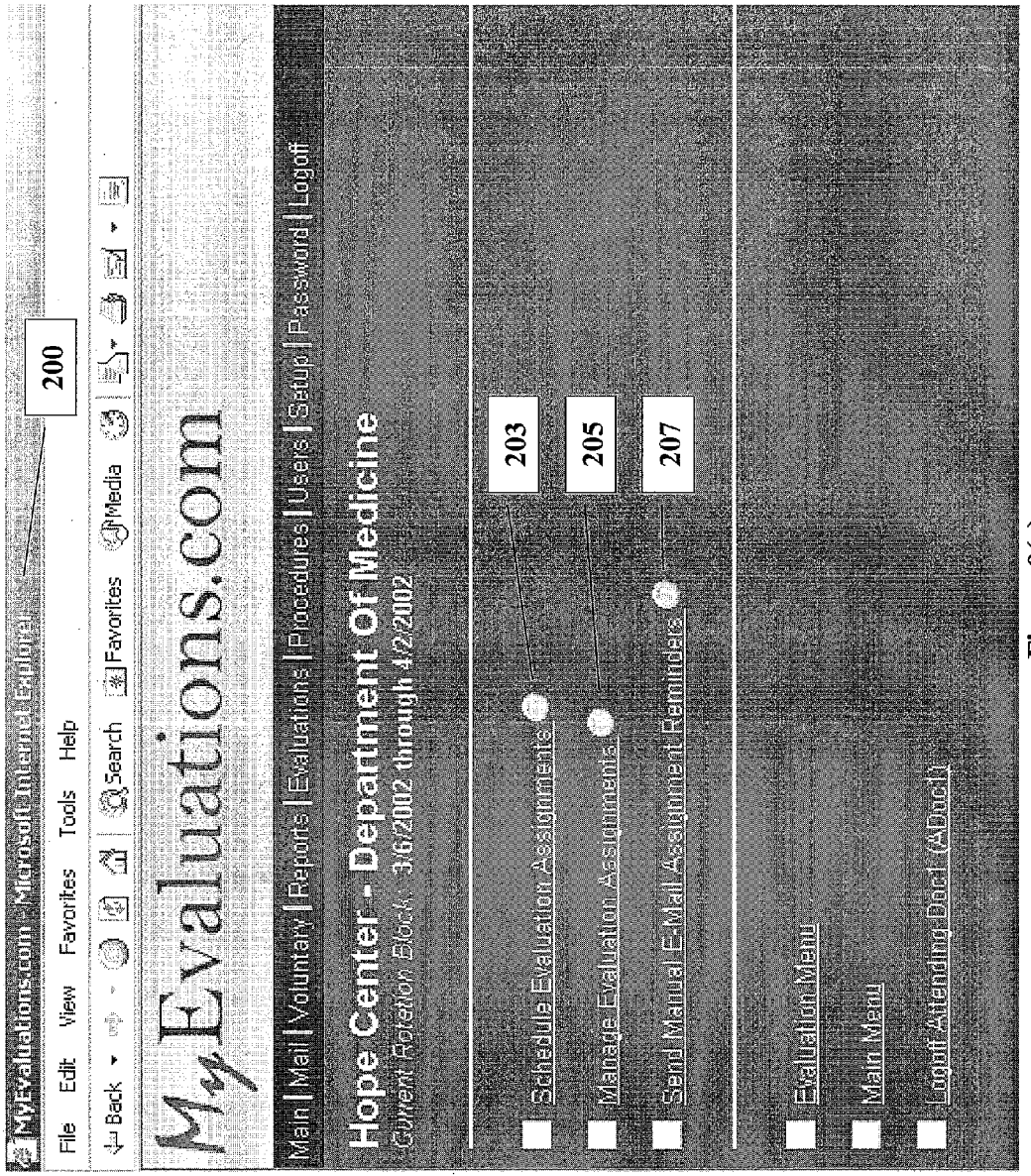
196a
196b
196c
196d
196e

Figure 8(d)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MyEvaluations.com
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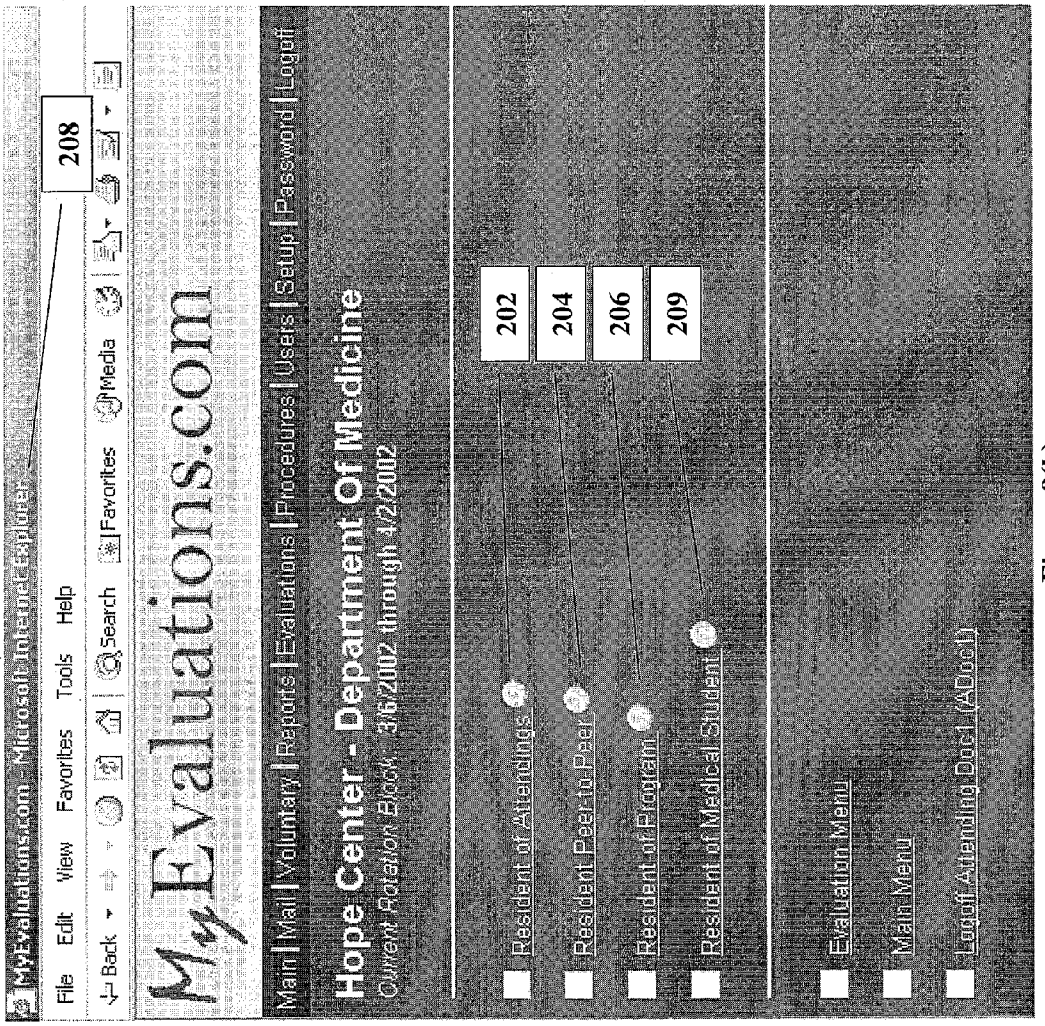
Hope Center - Department of Medicine
Current Rotation Block: 3/6/2002 through 4/2/2002
Schedule Evaluation Assignments
Manage Evaluation Assignments
Send Manual E-Mail Assignment Reminders
203
205
207
Evaluation Menu
Main Menu
Logoff Attending Doc1 (ADoc1)

Figure 9(a)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MyEvaluations.com
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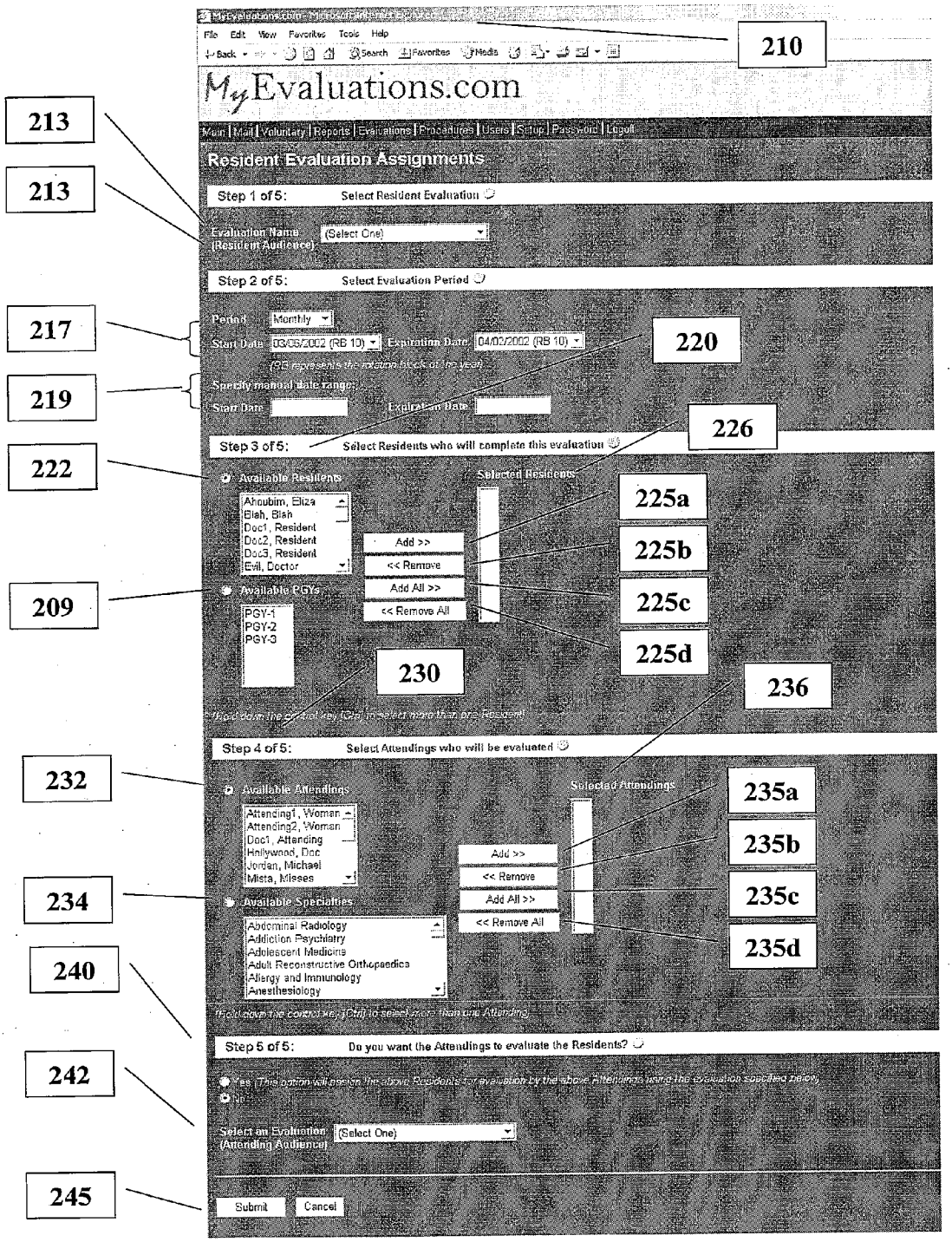
Hope Center - Department Of Medicine
Current Rotation Block: 3/6/2002 through 4/2/2002
202
204
206
209
Resident of Attendings
Resident Peer-to-Peer
Resident of Program
Resident of Medical Student
Evaluation Menu
Main Menu
Logoff Attending Doc1 (ADoc1)

Figure 9(b)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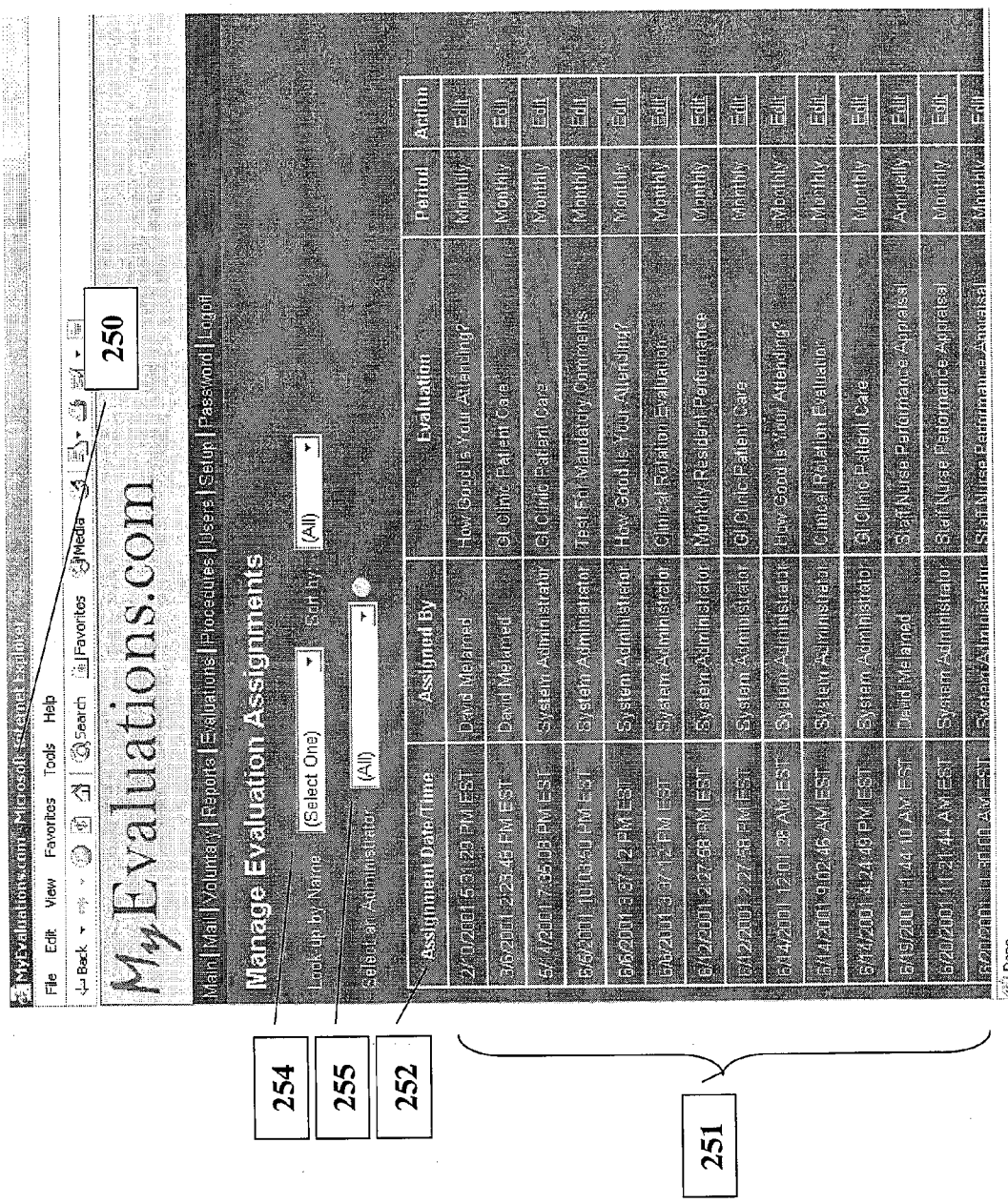
217
219
220
222
226
209
225a
225b
225c
225d
230
236
232
234
235a
235b
235c
235d
240
242
245
MyEvaluations.com
Resident Evaluation Assignments
Step 1 of 5: Select Resident Evaluation
Evaluation Name (Resident Audience)
(Select One)
Step 2 of 5: Select Evaluation Period
Period:
Monthly
Start Date:
Expiration Date:
Specify manual date range:
Start Date:
Expiration Date:
Step 3 of 5: Select Residents who will complete this evaluation
Available Residents
Ahoubim, Eliza
Blah, Blah
Doc1, Resident
Doc2, Resident
Doc3, Resident
Evil, Doctor
Add >>
<< Remove
Add All >>
<< Remove All
Selected Residents
Available PGYs
PGY-1
PGY-2
PGY-3
Step 4 of 5: Select Attendings who will be evaluated
Available Attendings
Attending1, Woman
Attending2, Woman
Doc1, Attending
Hollywood, Doc
Jordan, Michael
Mista, Misses
Add >>
<< Remove
Add All >>
<< Remove All
Selected Attendings
Available Specialties
Abdominal Radiology
Addiction Psychiatry
Adolescent Medicine
Adult Reconstructive Orthopaedics
Allergy and Immunology
Anesthesiology
Step 5 of 5: Do you want the Attendings to evaluate the Residents?
Yes
No
Select an Evaluation (Attending Audience)
(Select One)
Submit
Cancel

Figure 10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File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
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Manage Evaluation Assignments
Look Up by Name: (Select One) Sort By: (All)
Select an Administrator: (All)
Assignment Date/Time
Assigned By
Evaluation
Period
Action
Edit
Done
250
254
255
252
251

Figure 11

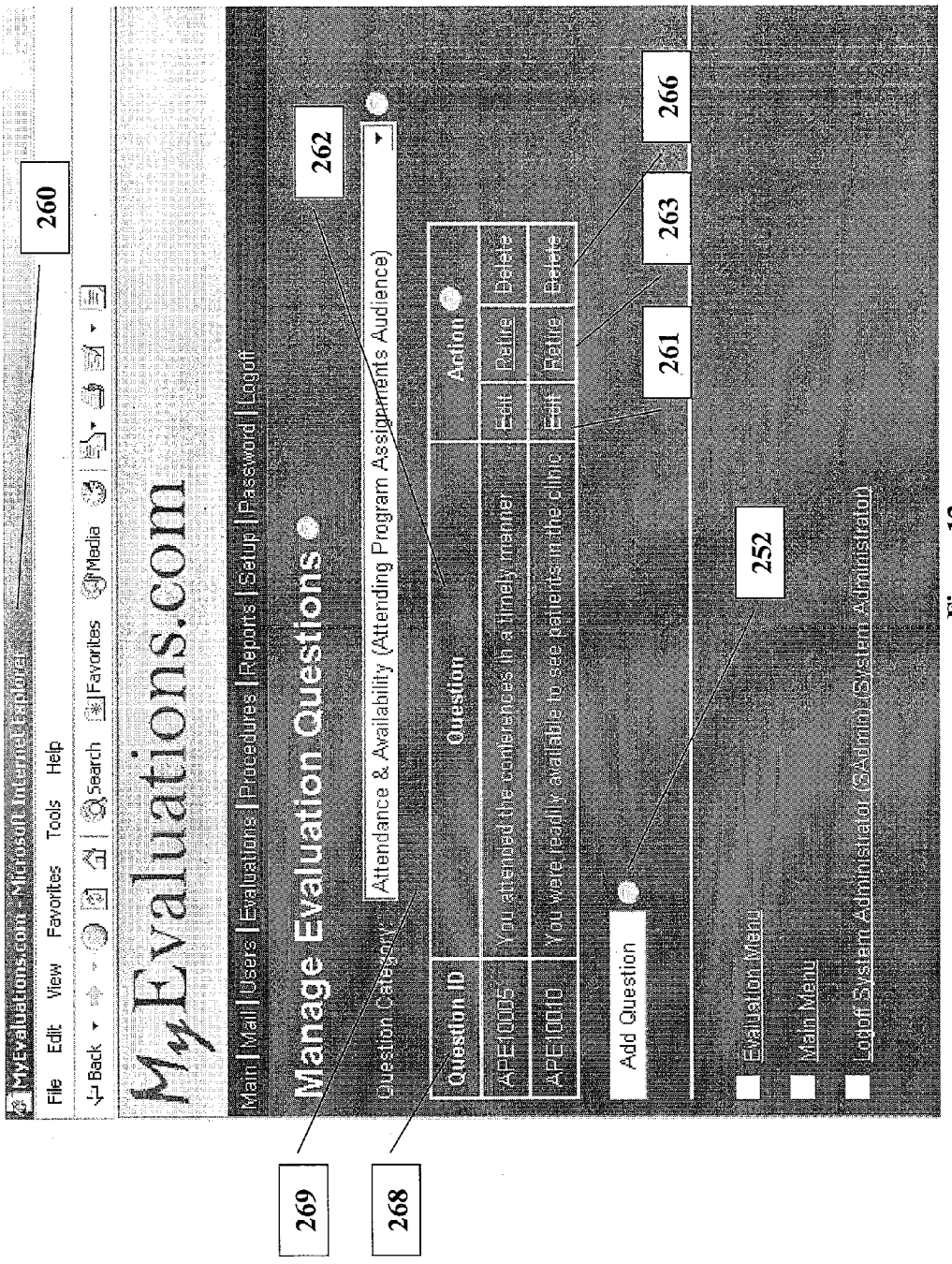

MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Manage Evaluation Questions
Question Category
Attendance & Availability (Attending Program Assignments Audience)
Question ID
Question
Action
APE1005
You attended the conferences in a timely manner
Edit
Retire
Delete
APE1010
You were readily available to see patients in the clinic
Edit
Retire
Delete
Add Question
Evaluation Menu
Main Menu
Logoff System Administrator (SAdmin) (System Administrator)
260
262
269
268
261
263
266
252

Figure 12

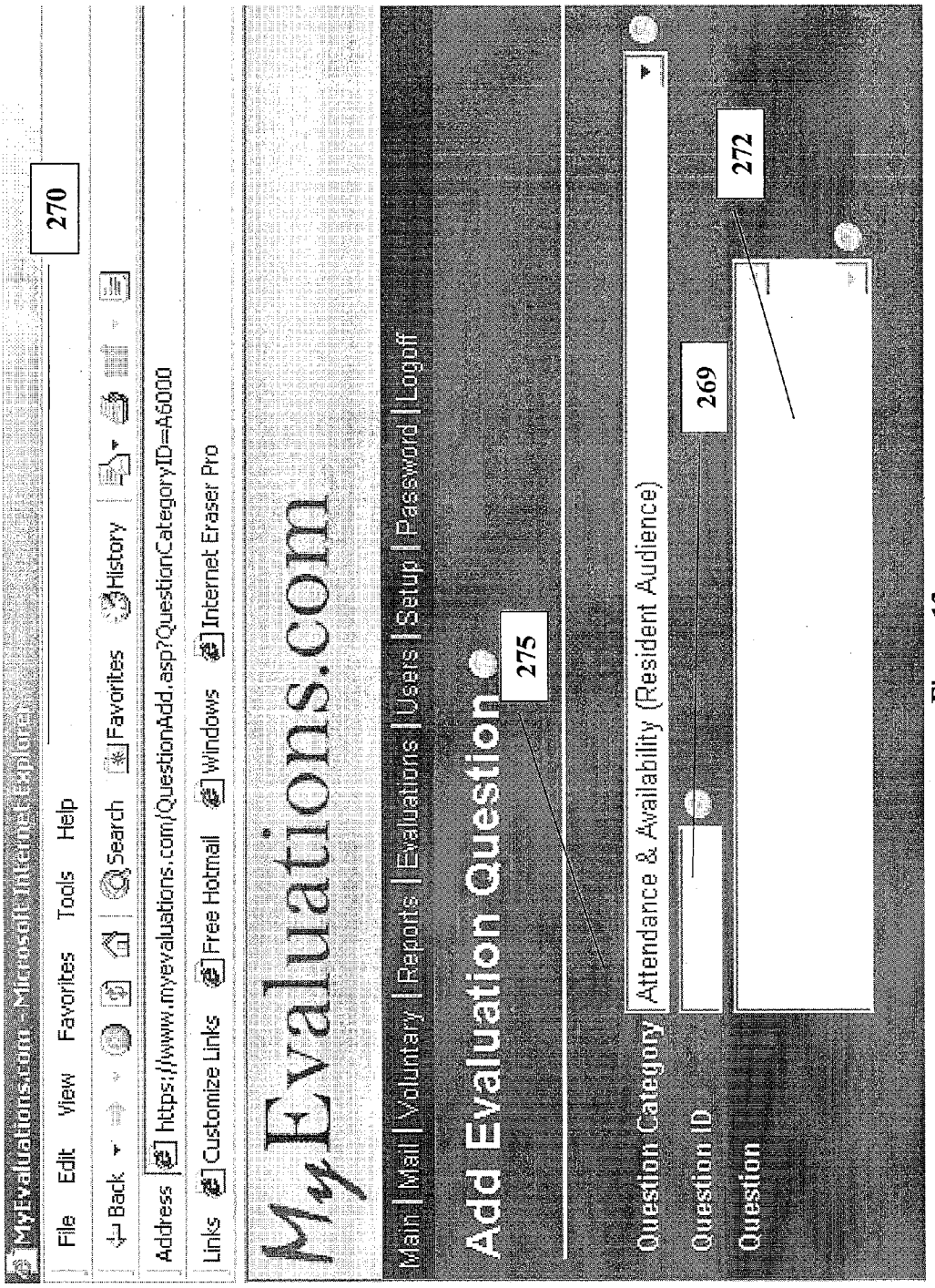

MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address https://www.myevaluations.com/QuestionAdd.asp?QuestionCategoryID=A6000
Links Customize Links Free Hotmail Windows Internet Eraser Pro
MyEvaluations.com
Main | Mail | Voluntary | Reports | Evaluations | Users | Setup | Password | Logoff
Add Evaluation Question
Question Category
Attendance & Availability (Resident Audience)
Question ID
Question
270
269
272
275

Figure 13

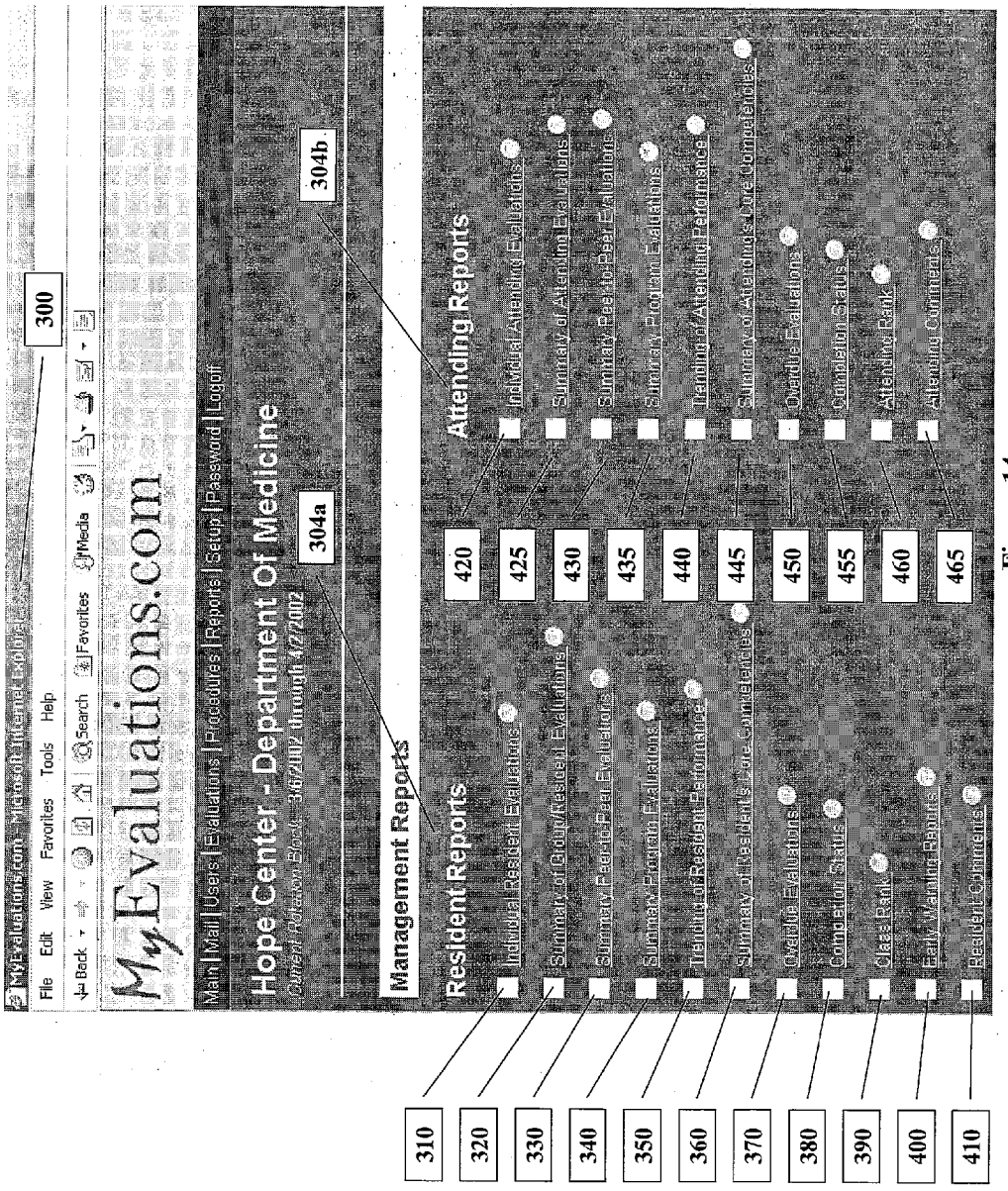

300
MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Hope Center - Department Of Medicine
304a
304b
Management Reports
Resident Reports
Attending Reports
Individual Resident Evaluations
Summary of Group Resident Evaluations
Summary Peer to Peer Evaluations
Summary Program Evaluations
Trending of Resident Performance
Summary of Residents Core Competencies
Overdue Evaluations
Completion Status
Class Rank
Fault Tracking Reports
Resident Comments
Individual Attending Evaluations
Summary of Attending Evaluations
Summary Peer to Peer Evaluations
Summary Program Evaluations
Trending of Attending Performance
Summary of Attendings Core Competencies
Overdue Evaluations
Completion Status
Attending Rank
Attending Comments
310
320
330
340
350
360
370
380
390
400
410
420
425
430
435
440
445
450
455
460
465

Figure 14

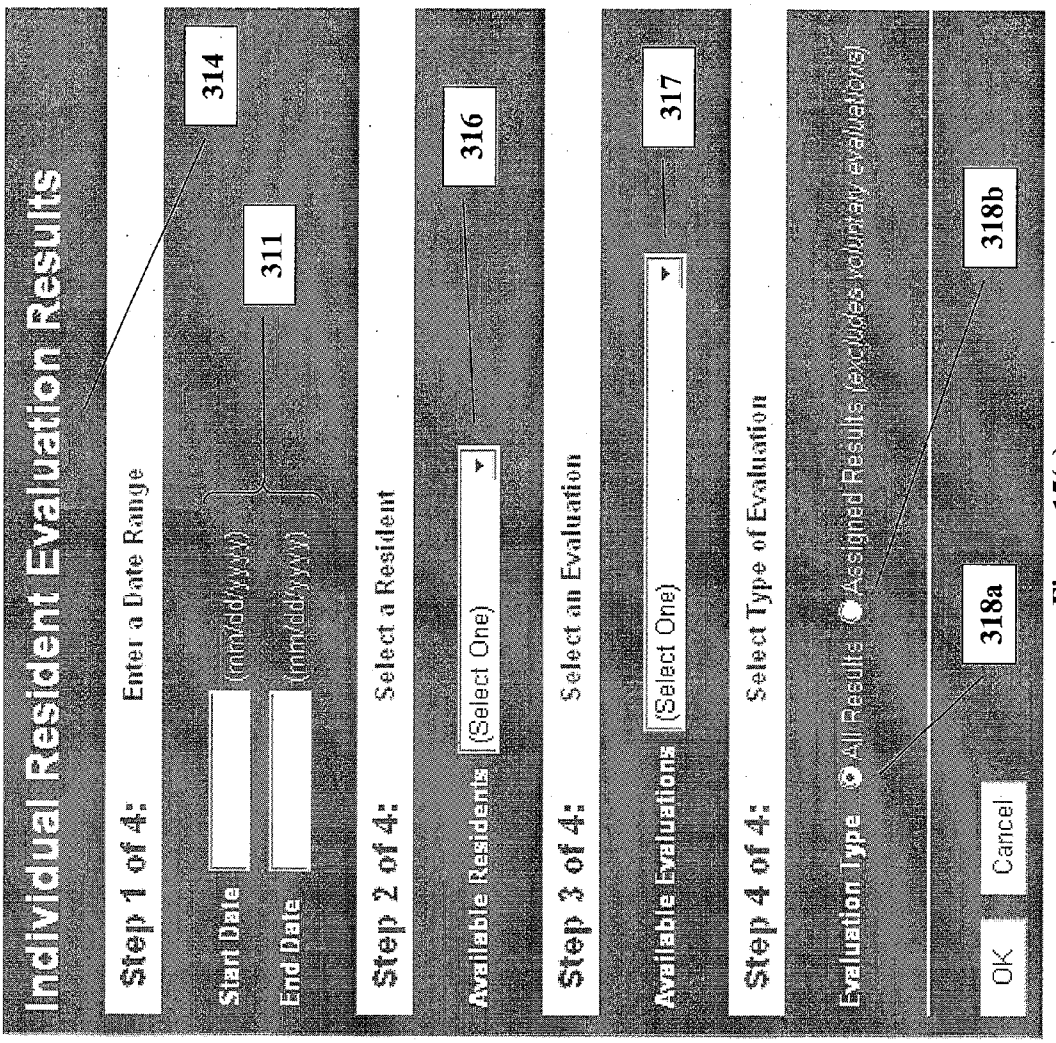

Individual Resident Evaluation Results
Step 1 of 4: Enter a Date Range
Start Date (mm/dd/yyyy)
End Date (mm/dd/yyyy)
314
311
Step 2 of 4: Select a Resident
Available Residents (Select One)
316
Step 3 of 4: Select an Evaluation
Available Evaluations (Select One)
317
Step 4 of 4: Select Type of Evaluation
Evaluation Type All Results Assigned Results (excludes voluntary evaluations)
OK
Cancel
318a
318b

Figure 15(a)

312

Individual Resident Evaluations
Standard Rotation Evaluation

Print Report | Back to Menu

Hope Medical Center - Dept. Of Medicine

Report Date/Time: 3/17/2002 1:52:39 AM

Report Date Range: 01/01/01 - 01/01/03

Resident Physician: John Adams (PGY - 1)

Competency = Average score on competency for selected residents
Attending Avg = Average score given by an attending for each question
Group = Average score of all PGYs represented: PGY-[1]
Total = Average score of all PGYs

313

Evaluation Completed: 10/15/2001
Evaluation Period: 1/12/2001 through 1/30/2001

Attending Physician: ***George Washington***

Clinical Skills - Category Summary (6.00, 66.7%)

Question:	JAdams	Attending Avg	Group	Total
History or physical examination often incomplete, superficial, illogical, awkward, insensitive to patient comfort, unreliable, inaccurate, or not problem focused. Misses obvious findings. Procedures performed reflect inadequate knowledge or skills. Inept or careless. Frequently disregards need for adequate supervision, patient risk, anxiety and comfort. Inadequate patient informing and procedure documentation.	6.00 66.7%	6.44 71.6%	5.92 65.8%	6.24 69.3%
Patient history and physical examination is precise, logical, hypothesis-driven, thorough, reliable, purposeful, efficient, accurate, directed toward the patient's problems, properly sequenced. Uses branching examination techniques when appropriate. Correctly detects subtle findings. Establishes a comprehensive patient data base. Procedures performed proficiently and carefully. Minimizes risk and discomfort to patients. Properly informs patient and documents thoroughly.				

Interpersonal and Communication Skills - Category Summary (6.00, 66.7%)

Question:	JAdams	Attending Avg	Group	Total
Behaviors unethical or detrimental to therapeutic patient relationships. Labels	6.00	5.79	4.91	5.83

Figure 15(b)

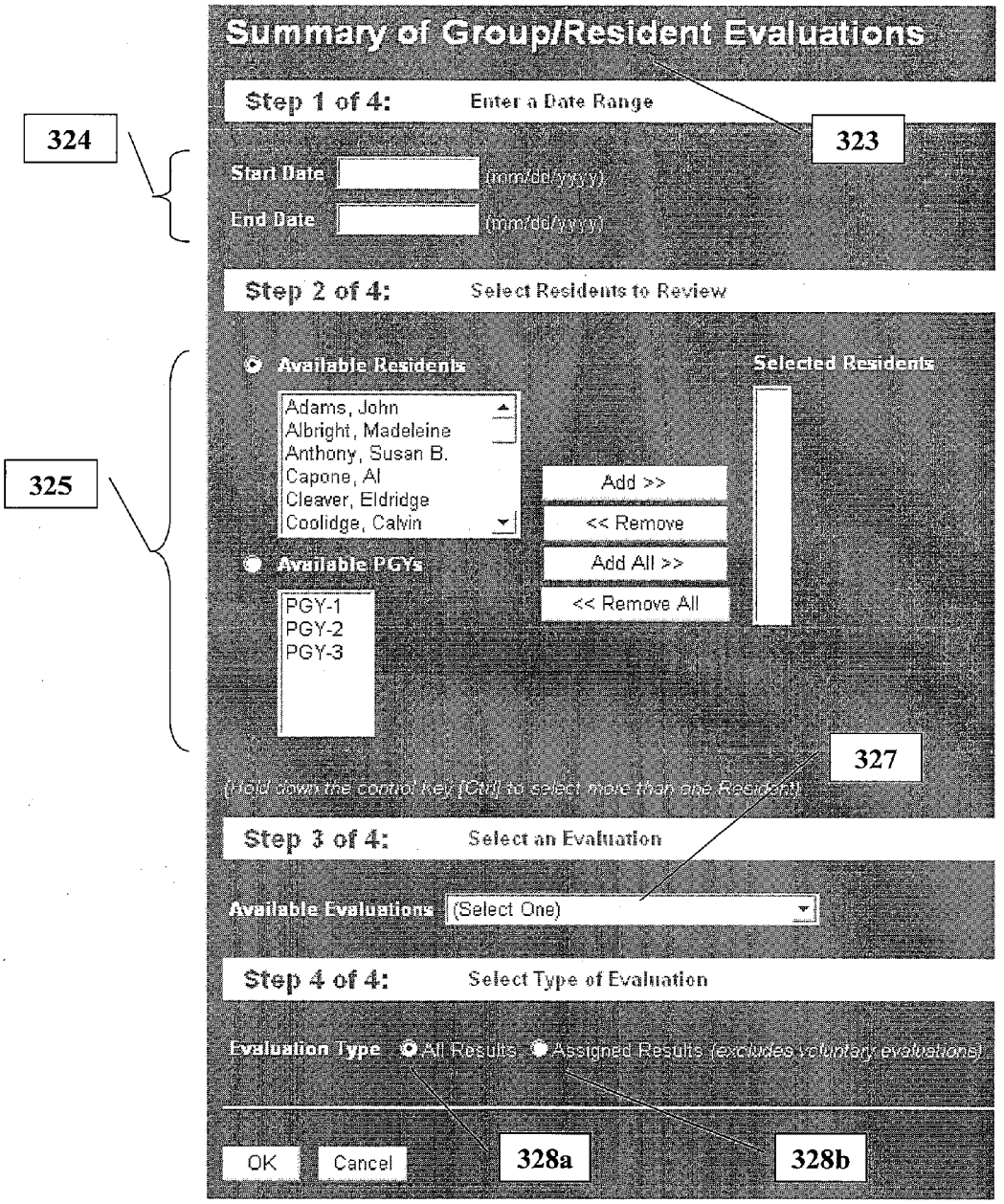

Summary of Group/Resident Evaluations
Step 1 of 4: Enter a Date Range
323
324
Start Date (mm/dd/yyyy)
End Date (mm/dd/yyyy)
Step 2 of 4: Select Residents to Review
Available Residents
Selected Residents
Adams, John
Albright, Madeleine
Anthony, Susan B.
Capone, Al
Cleaver, Eldridge
Coolidge, Calvin
Add >>
<< Remove
Add All >>
<< Remove All
325
Available PGYs
PGY-1
PGY-2
PGY-3
(Hold down the control key [Ctrl] to select more than one Resident)
327
Step 3 of 4: Select an Evaluation
Available Evaluations (Select One)
Step 4 of 4: Select Type of Evaluation
Evaluation Type All Results Assigned Results (excludes voluntary evaluations)
OK
Cancel
328a
328b

Figure 16(a)

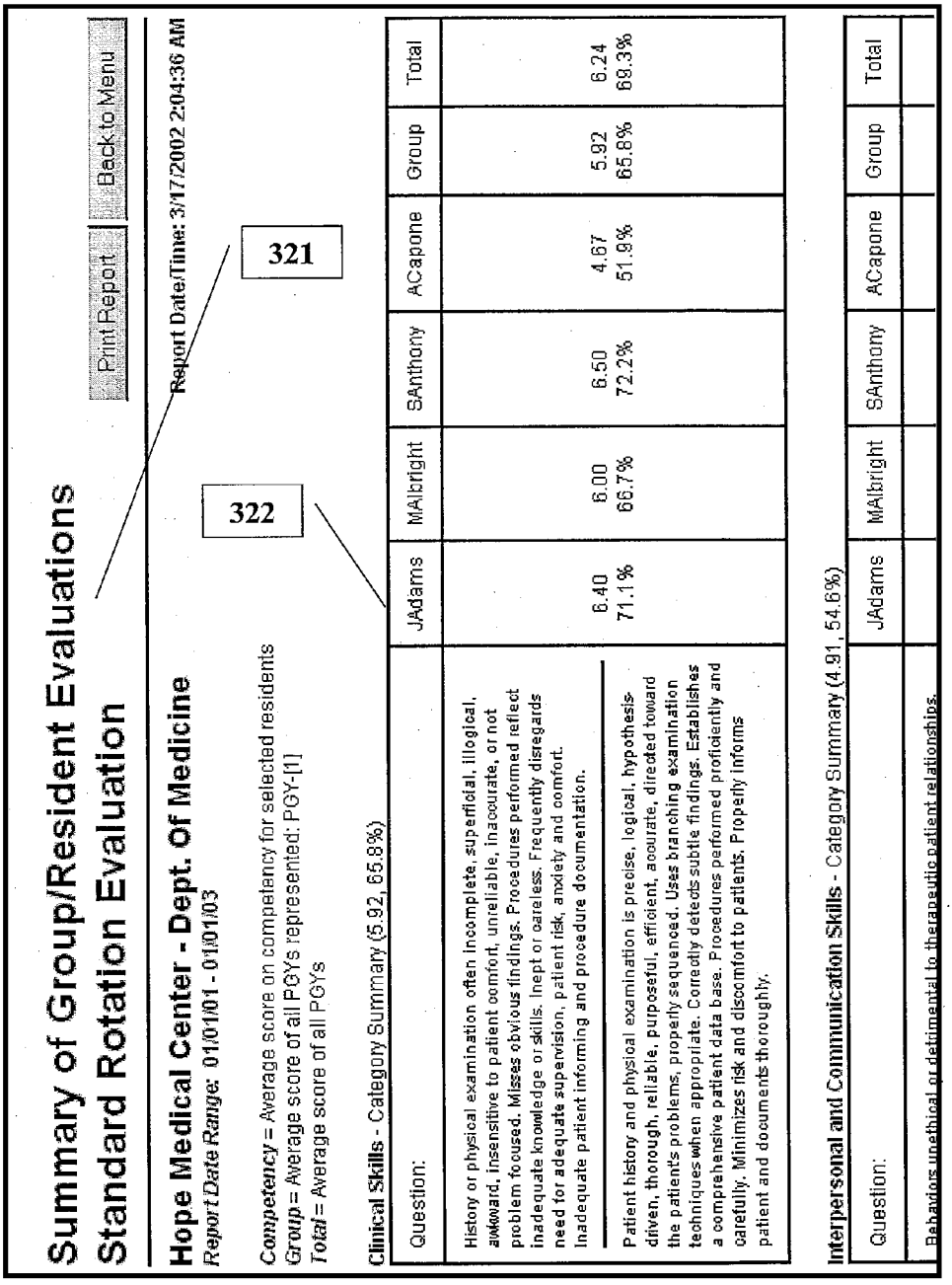

Summary of Group/Resident Evaluations
Standard Rotation Evaluation
Print Report
Back to Menu
Hope Medical Center - Dept. Of Medicine
Report Date Range: 01/01/01 - 01/01/03
Report Date/Time: 3/17/2002 2:04:36 AM
Competency = Average score on competency for selected residents
Group = Average score of all PGYs represented: PGY-[1]
Total = Average score of all PGYs
321
322
Clinical Skills - Category Summary (5.92, 65.8%)
Question:
JAdams
MAlbright
SAnthony
ACapone
Group
Total
History or physical examination often incomplete, superficial, illogical, awkward, insensitive to patient comfort, unreliable, inaccurate, or not problem focused. Misses obvious findings. Procedures performed reflect inadequate knowledge or skills. Inept or careless. Frequently disregards need for adequate supervision, patient risk, anxiety and comfort. Inadequate patient informing and procedure documentation.
6.40
71.1%
6.00
66.7%
6.50
72.2%
4.67
51.9%
5.92
65.8%
6.24
69.3%
Patient history and physical examination is precise, logical, hypothesis-driven, thorough, reliable, purposeful, efficient, accurate, directed toward the patient's problems, properly sequenced. Uses branching examination techniques when appropriate. Correctly detects subtle findings. Establishes a comprehensive patient data base. Procedures performed proficiently and carefully. Minimizes risk and discomfort to patients. Properly informs patient and documents thoroughly.
Interpersonal and Communication Skills - Category Summary (4.91, 54.6%)
Question:
JAdams
MAlbright
SAnthony
ACapone
Group
Total
Behaviors unethical or detrimental to therapeutic patient relationships.

Figure 16(b)

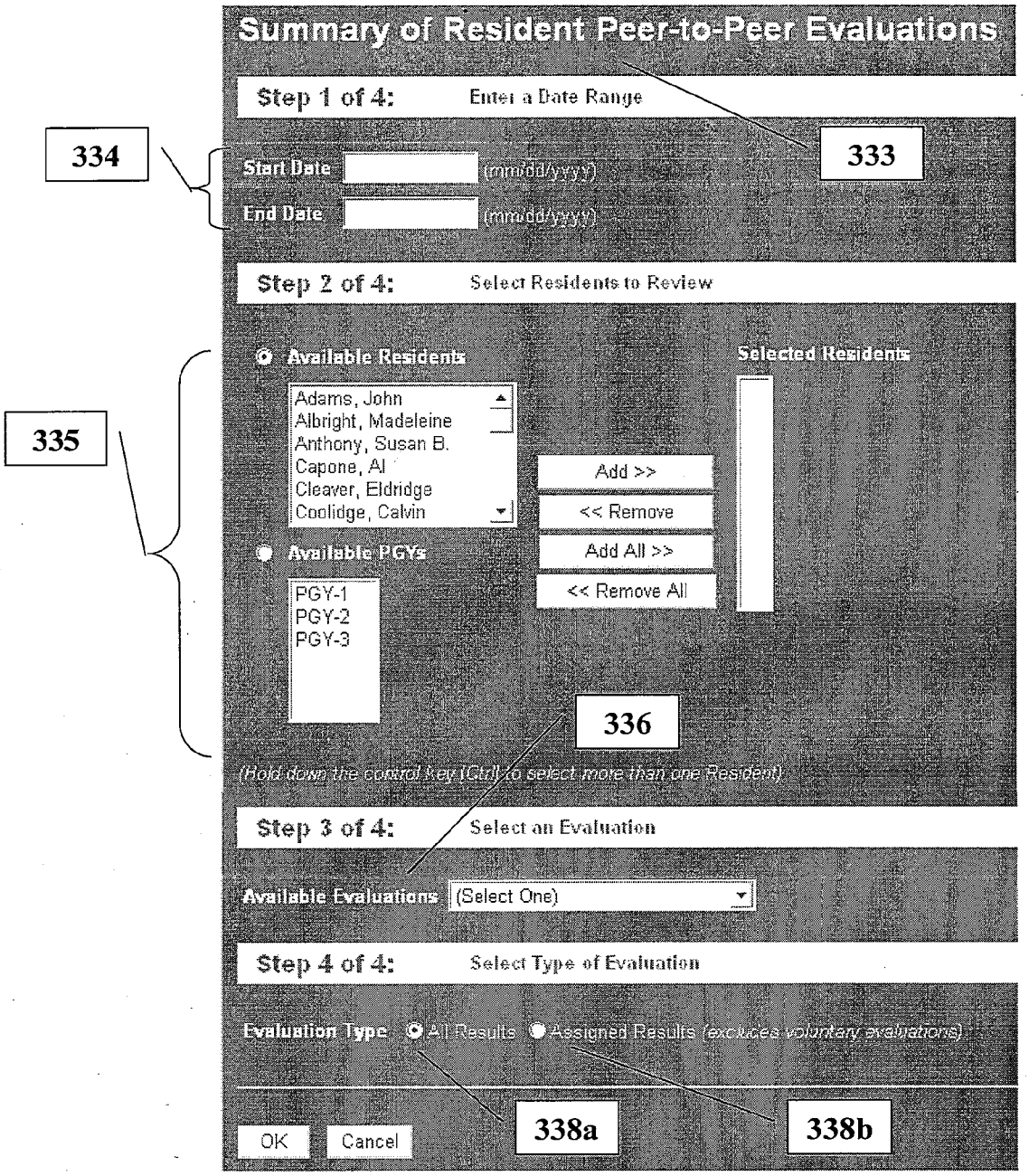

Summary of Resident Peer-to-Peer Evaluations
Step 1 of 4: Enter a Date Range
Start Date (mm/dd/yyyy)
End Date (mm/dd/yyyy)
Step 2 of 4: Select Residents to Review
Available Residents
Adams, John
Albright, Madeleine
Anthony, Susan B.
Capone, Al
Cleaver, Eldridge
Coolidge, Calvin
Add >>
<< Remove
Add All >>
<< Remove All
Selected Residents
Available PGYs
PGY-1
PGY-2
PGY-3
(Hold down the control key [Ctrl] to select more than one Resident)
Step 3 of 4: Select an Evaluation
Available Evaluations (Select One)
Step 4 of 4: Select Type of Evaluation
Evaluation Type All Results Assigned Results (excludes voluntary evaluations)
OK
Cancel
334
333
335
336
338a
338b

Figure 17(a)

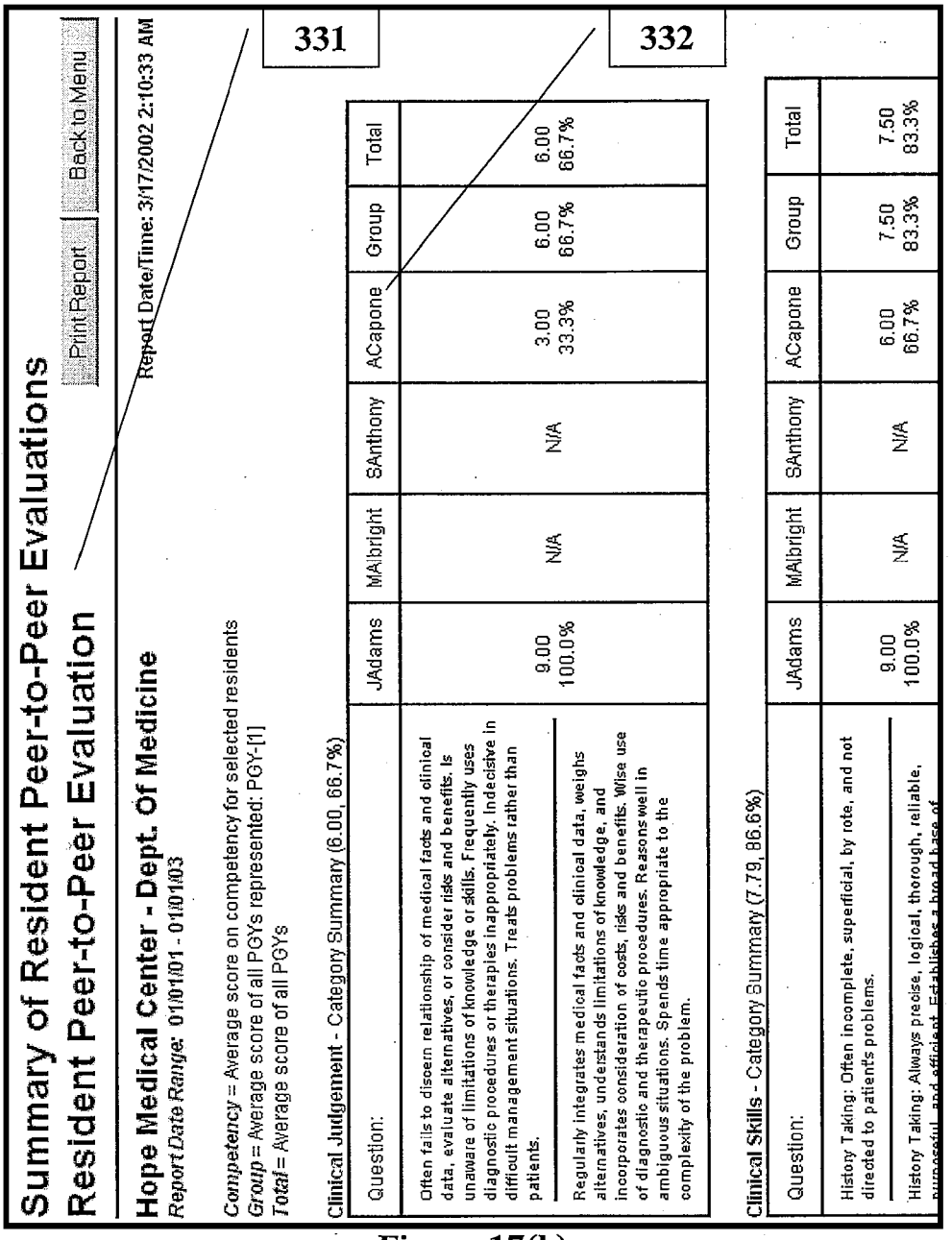

Summary of Resident Peer-to-Peer Evaluations
Resident Peer-to-Peer Evaluation
Print Report
Back to Menu
Hope Medical Center - Dept. Of Medicine
Report Date Range: 01/01/01 - 01/01/03
Report Date/Time: 3/17/2002 2:10:33 AM
Competency = Average score on competency for selected residents
Group = Average score of all PGYs represented: PGY-[1]
Total = Average score of all PGYs
331
332
Clinical Judgement - Category Summary (6.00, 66.7%)
Question:
JAdams
MAlbright
SAnthony
ACapone
Group
Total
Often fails to discern relationship of medical facts and clinical data, evaluate alternatives, or consider risks and benefits. Is unaware of limitations of knowledge or skills. Frequently uses diagnostic procedures or therapies inappropriately. Indecisive in difficult management situations. Treats problems rather than patients.
9.00
100.0%
N/A
N/A
3.00
33.3%
6.00
66.7%
6.00
66.7%
Regularly integrates medical facts and clinical data, weighs alternatives, understands limitations of knowledge, and incorporates consideration of costs, risks and benefits. Wise use of diagnostic and therapeutic procedures. Reasons well in ambiguous situations. Spends time appropriate to the complexity of the problem.
Clinical Skills - Category Summary (7.79, 86.6%)
Question:
JAdams
MAlbright
SAnthony
ACapone
Group
Total
History Taking: Often incomplete, superficial, by rote, and not directed to patient's problems.
9.00
100.0%
N/A
N/A
6.00
66.7%
7.50
83.3%
7.50
83.3%
History Taking: Always precise, logical, thorough, reliable,

Figure 17(b)

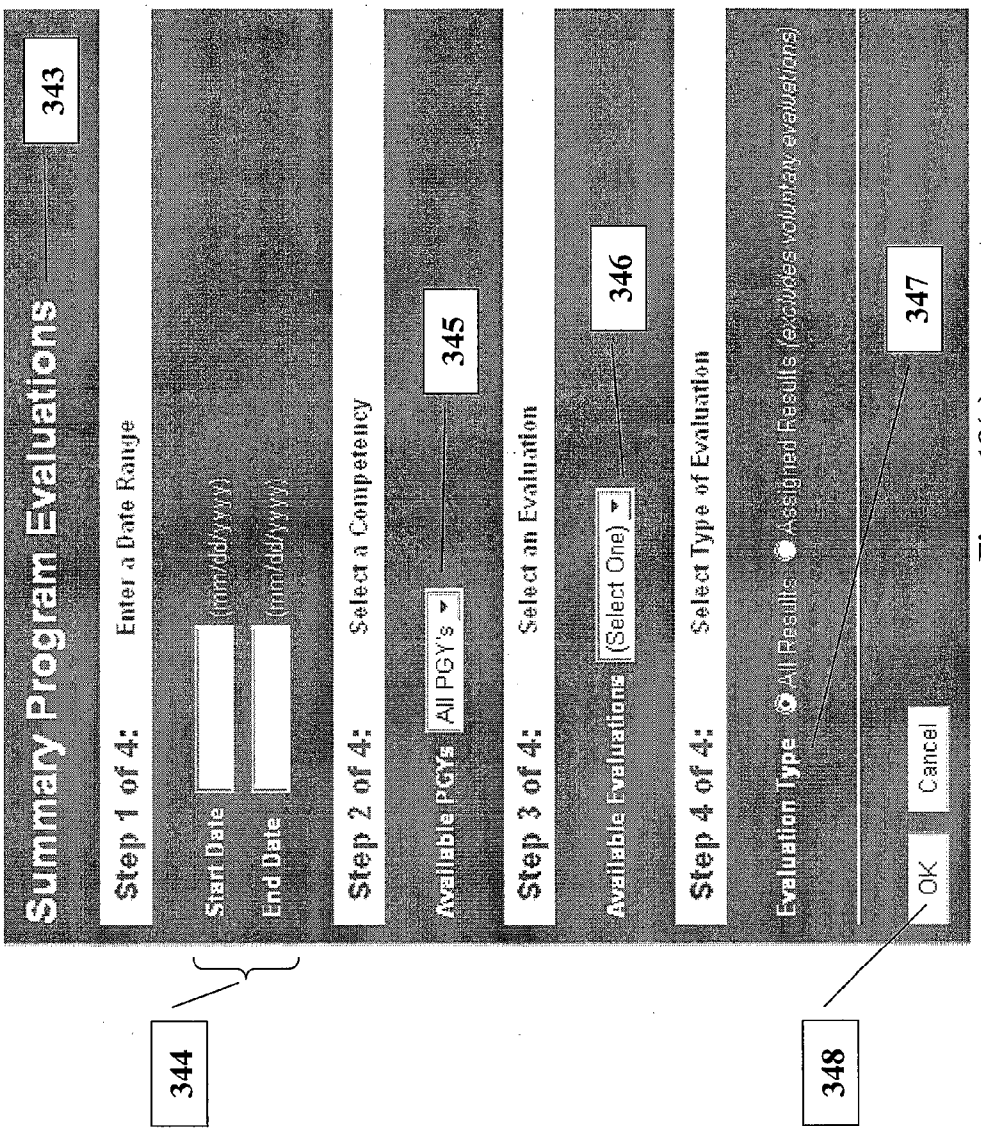

Summary Program Evaluations
343
Step 1 of 4:
Enter a Date Range
Start Date
(mm/dd/yyyy)
End Date
(mm/dd/yyyy)
344
Step 2 of 4:
Select a Competency
Available PGYs
All PGY's
345
Step 3 of 4:
Select an Evaluation
Available Evaluations
(Select One)
346
Step 4 of 4:
Select Type of Evaluation
Evaluation Type
All Results
Assigned Results (excludes voluntary evaluations)
347
OK
Cancel
348

Figure 18(a)

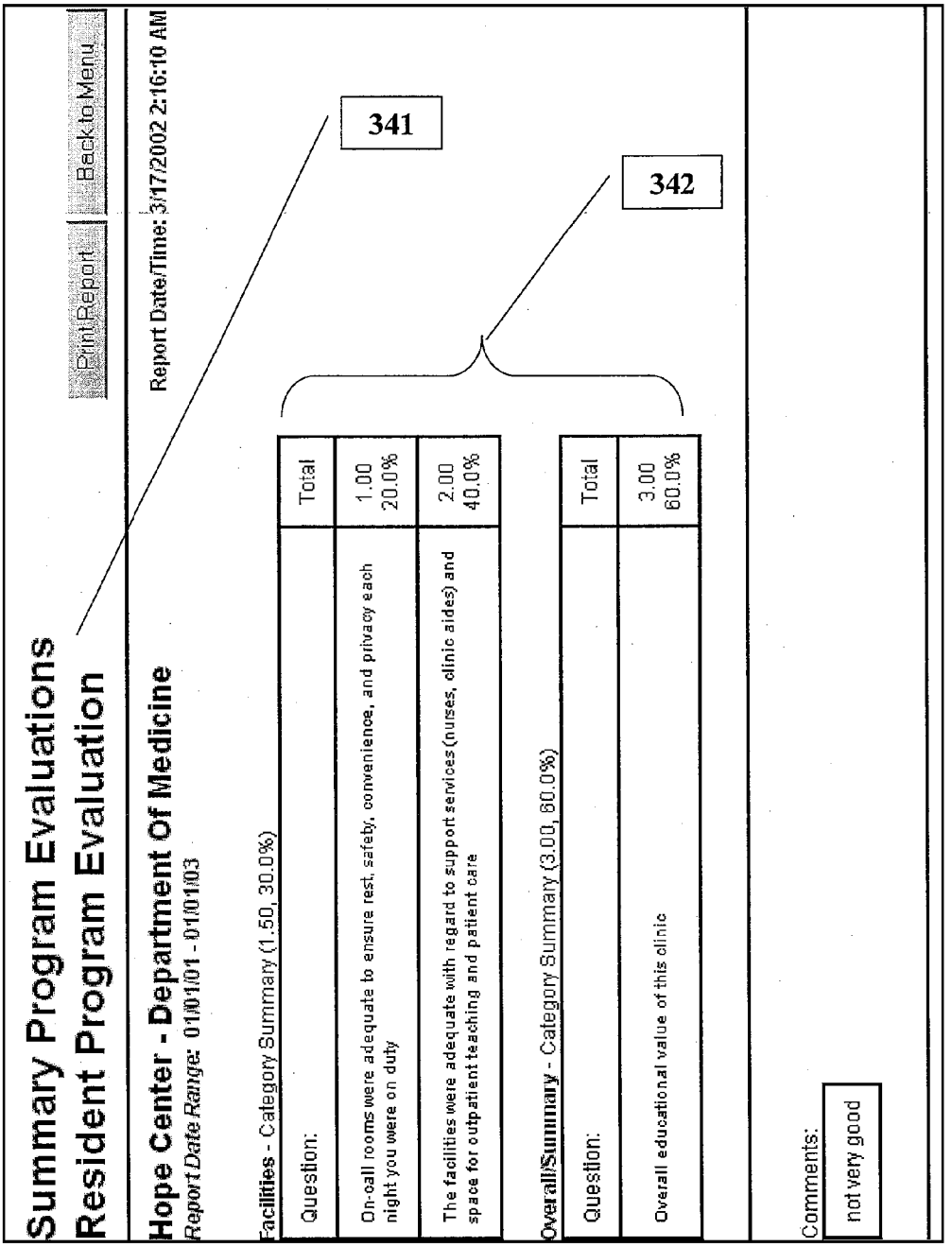

Summary Program Evaluations
Resident Program Evaluation
Print Report
Back to Menu
Hope Center - Department Of Medicine
Report Date Range: 01/01/01 - 01/01/03
Report Date/Time: 3/17/2002 2:16:10 AM
Facilities - Category Summary (1.50, 30.0%)
Question:
Total
On-call rooms were adequate to ensure rest, safety, convenience, and privacy each night you were on duty
1.00
20.0%
The facilities were adequate with regard to support services (nurses, clinic aides) and space for outpatient teaching and patient care
2.00
40.0%
Overall Summary - Category Summary (3.00, 60.0%)
Question:
Total
Overall educational value of this clinic
3.00
60.0%
Comments:
not very good
341
342

Figure 18(b)

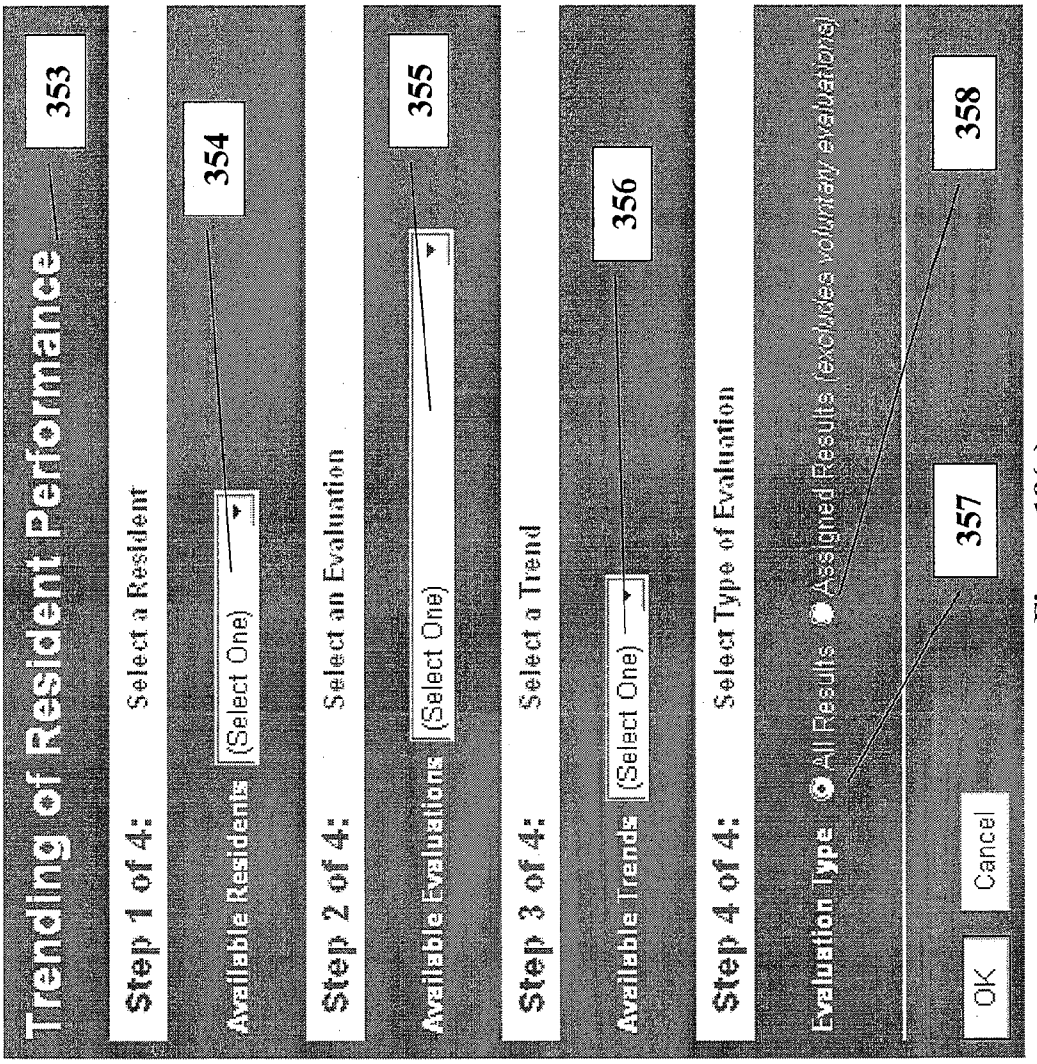
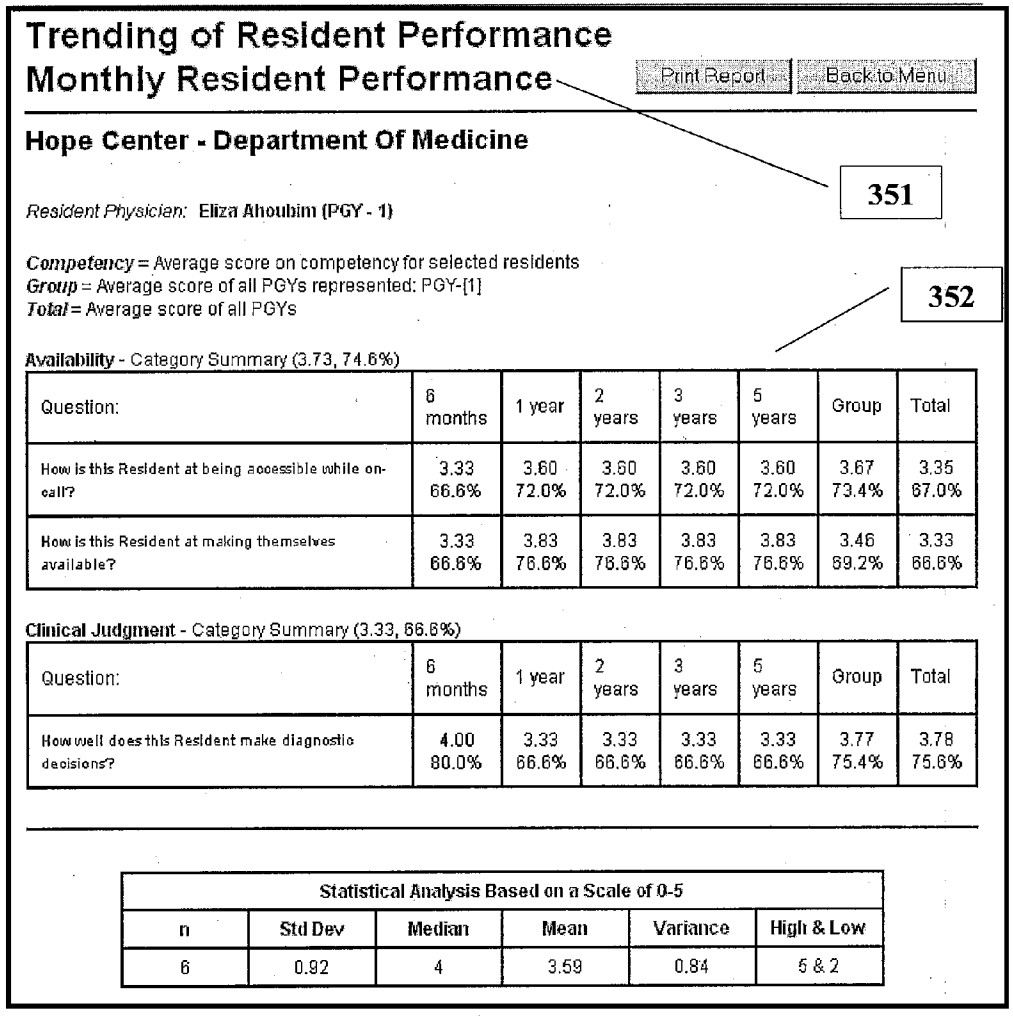

Trending of Resident Performance
353
Step 1 of 4:
Select a Resident
Available Residents
(Select One)
354
Step 2 of 4:
Select an Evaluation
Available Evaluations
(Select One)
355
Step 3 of 4:
Select a Trend
Available Trends
(Select One)
356
Step 4 of 4:
Select Type of Evaluation
Evaluation Type
All Results
Assigned Results (excludes voluntary evaluations)
OK
Cancel
357
358

Figure 19(a)



Trending of Resident Performance

Monthly Resident Performance

Print Report | Back to Menu

351

Hope Center - Department Of Medicine

Resident Physician: **Eliza Ahoubim (PGY - 1)**

Competency = Average score on competency for selected residents
Group = Average score of all PGYs represented: PGY-[1]
Total = Average score of all PGYs

352

Availability - Category Summary (3.73, 74.6%)

Question:	6 months	1 year	2 years	3 years	5 years	Group	Total
How is this Resident at being accessible while on-call?	3.33 66.6%	3.60 72.0%	3.60 72.0%	3.60 72.0%	3.60 72.0%	3.67 73.4%	3.35 67.0%
How is this Resident at making themselves available?	3.33 66.6%	3.83 76.6%	3.83 76.6%	3.83 76.6%	3.83 76.6%	3.46 69.2%	3.33 66.6%

Clinical Judgment - Category Summary (3.33, 66.6%)

Question:	6 months	1 year	2 years	3 years	5 years	Group	Total
How well does this Resident make diagnostic decisions?	4.00 80.0%	3.33 66.6%	3.33 66.6%	3.33 66.6%	3.33 66.6%	3.77 75.4%	3.78 75.6%

Statistical Analysis Based on a Scale of 0-5					
n	Std Dev	Median	Mean	Variance	High & Low
6	0.92	4	3.59	0.84	5 & 2

Figure 19(b)

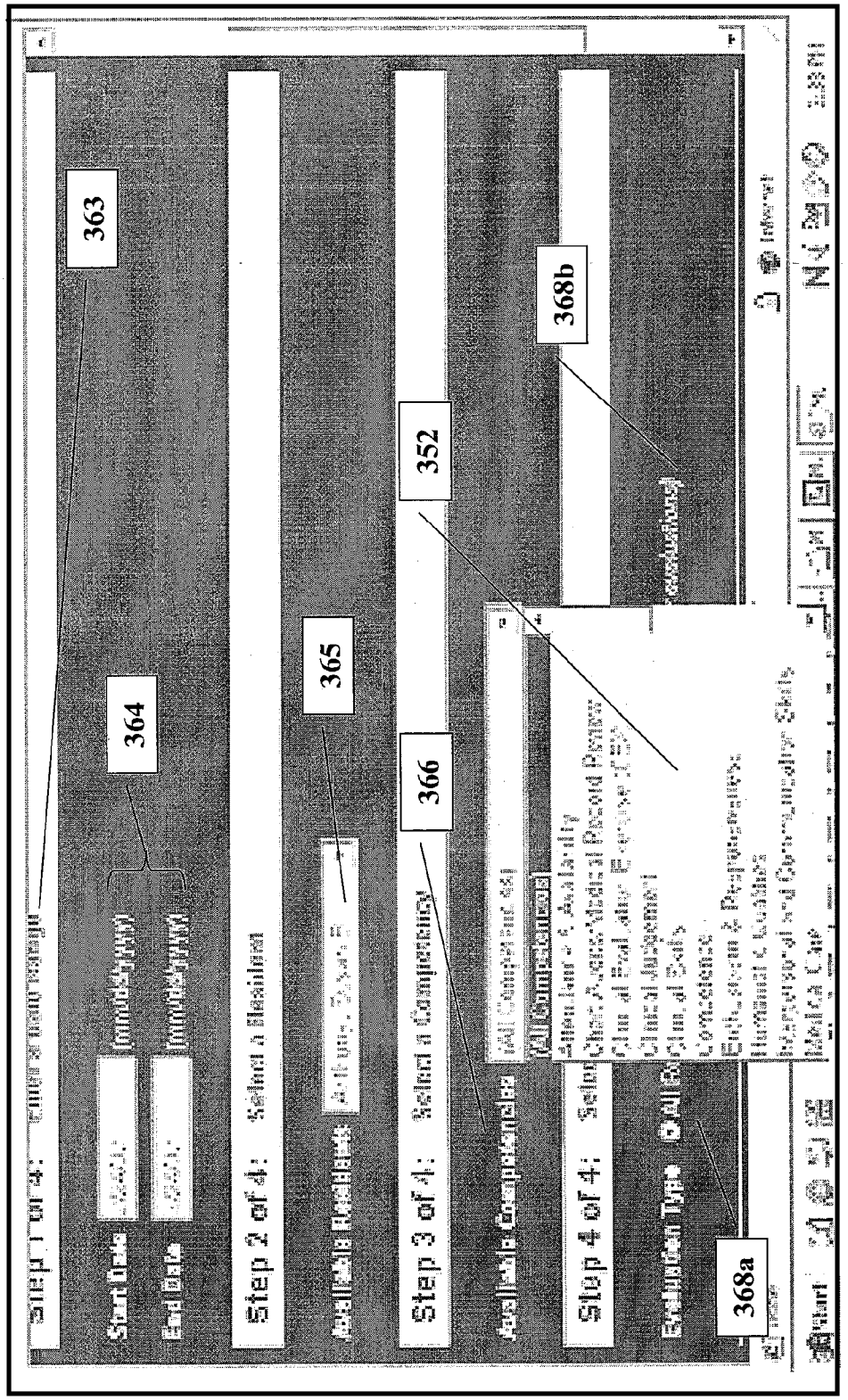


Figure 20

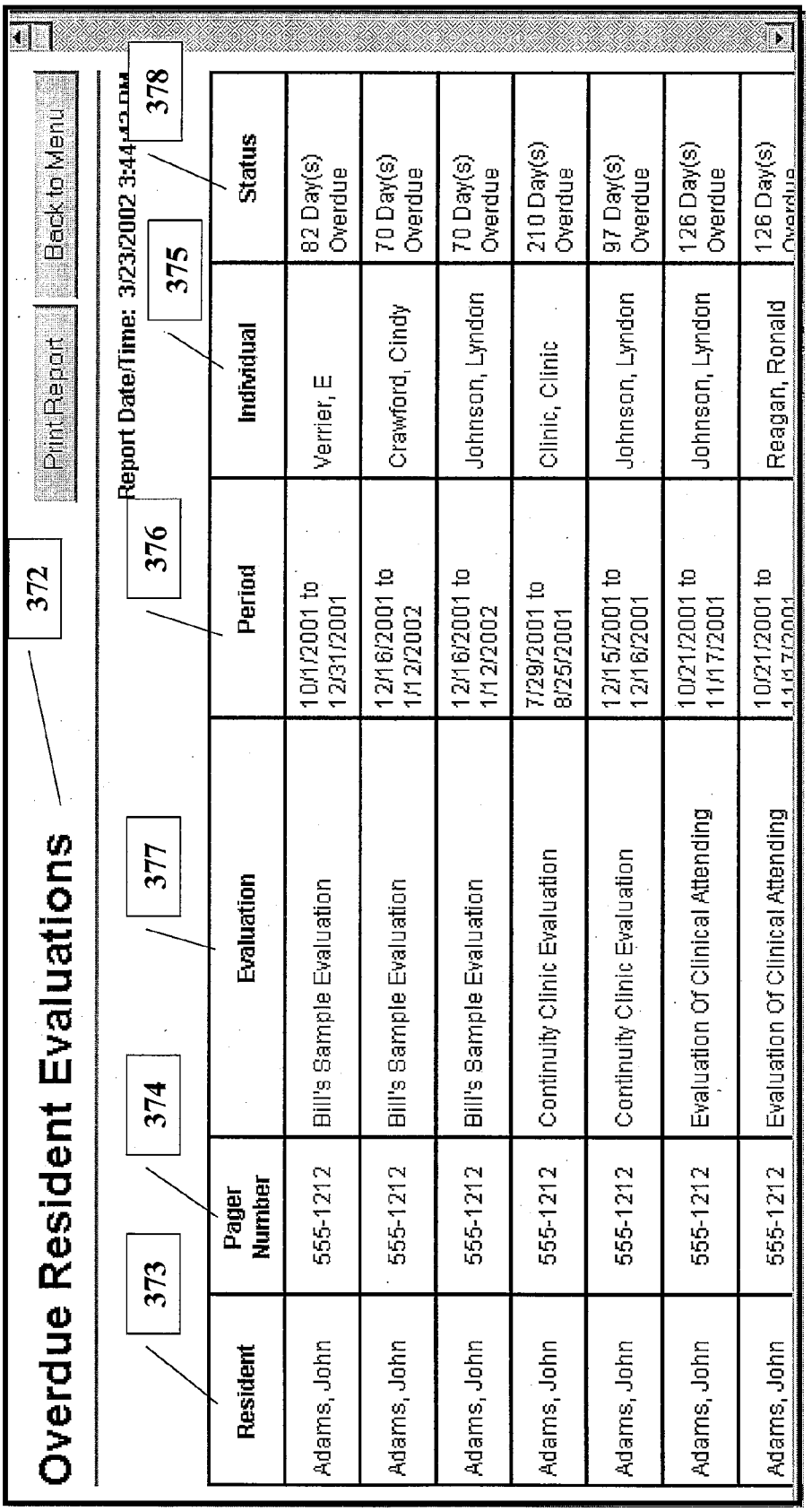

Overdue Resident Evaluations
372
Print Report
Back to Menu
Report Date/Time: 3/23/2002 3:44:43 PM
373
374
377
376
375
378
Resident
Pager Number
Evaluation
Period
Individual
Status
Adams, John
555-1212
Bill's Sample Evaluation
10/1/2001 to 12/31/2001
Verrier, E
82 Day(s) Overdue
Adams, John
555-1212
Bill's Sample Evaluation
12/16/2001 to 1/12/2002
Crawford, Cindy
70 Day(s) Overdue
Adams, John
555-1212
Bill's Sample Evaluation
12/16/2001 to 1/12/2002
Johnson, Lyndon
70 Day(s) Overdue
Adams, John
555-1212
Continuity Clinic Evaluation
7/29/2001 to 8/25/2001
Clinic, Clinic
210 Day(s) Overdue
Adams, John
555-1212
Continuity Clinic Evaluation
12/15/2001 to 12/16/2001
Johnson, Lyndon
97 Day(s) Overdue
Adams, John
555-1212
Evaluation Of Clinical Attending
10/21/2001 to 11/17/2001
Johnson, Lyndon
126 Day(s) Overdue
Adams, John
555-1212
Evaluation Of Clinical Attending
10/21/2001 to 11/17/2001
Reagan, Ronald
126 Day(s) Overdue

Figure 21(a)

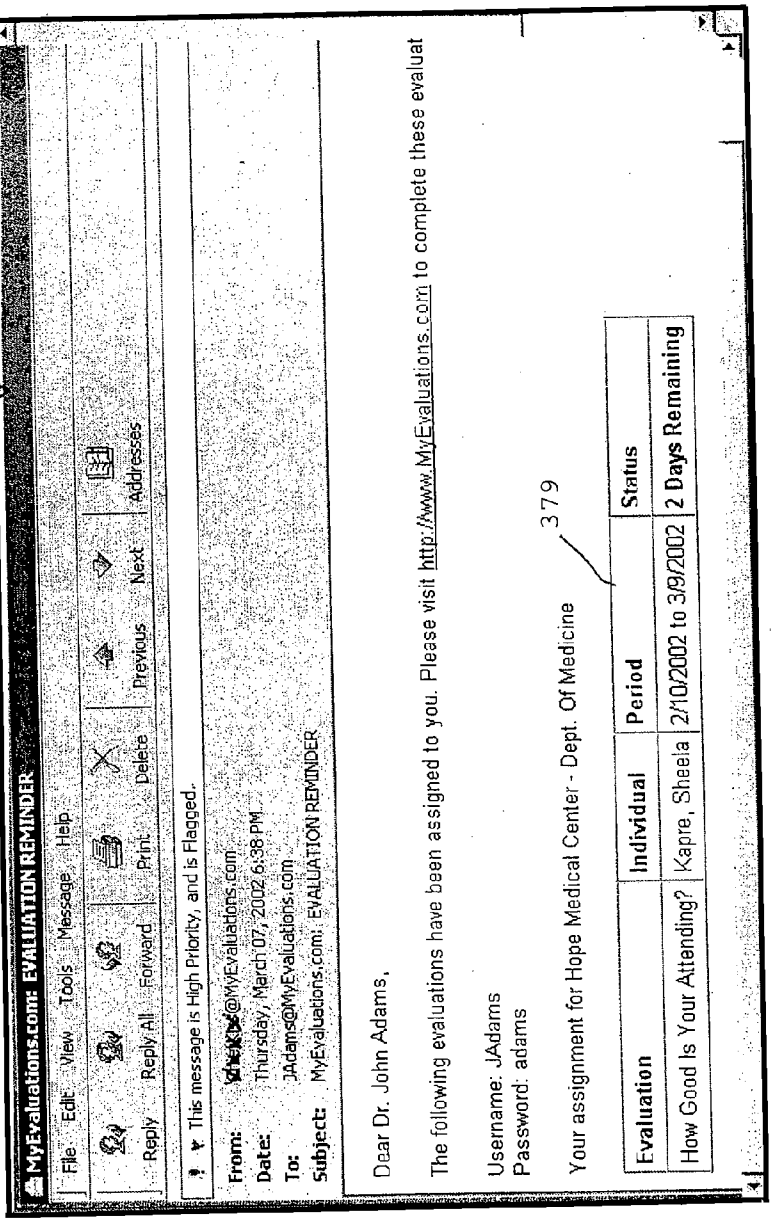

59
MyEvaluations.com: EVALUATION REMINDER
File Edit View Tools Message Help
Reply Reply All Forward Print Delete Previous Next Addresses
This message is High Priority, and is Flagged.
From: [redacted]@MyEvaluations.com
Date: Thursday, March 07, 2002 6:38 PM
To: JAdams@MyEvaluations.com
Subject: MyEvaluations.com: EVALUATION REMINDER
Dear Dr. John Adams,
The following evaluations have been assigned to you. Please visit http://www.MyEvaluations.com to complete these evaluat
Username: JAdams
Password: adams
Your assignment for Hope Medical Center - Dept. Of Medicine
379
Evaluation
Individual
Period
Status
How Good Is Your Attending?
Kapre, Sheela
2/10/2002 to 3/9/2002
2 Days Remaining

Figure 21(b)

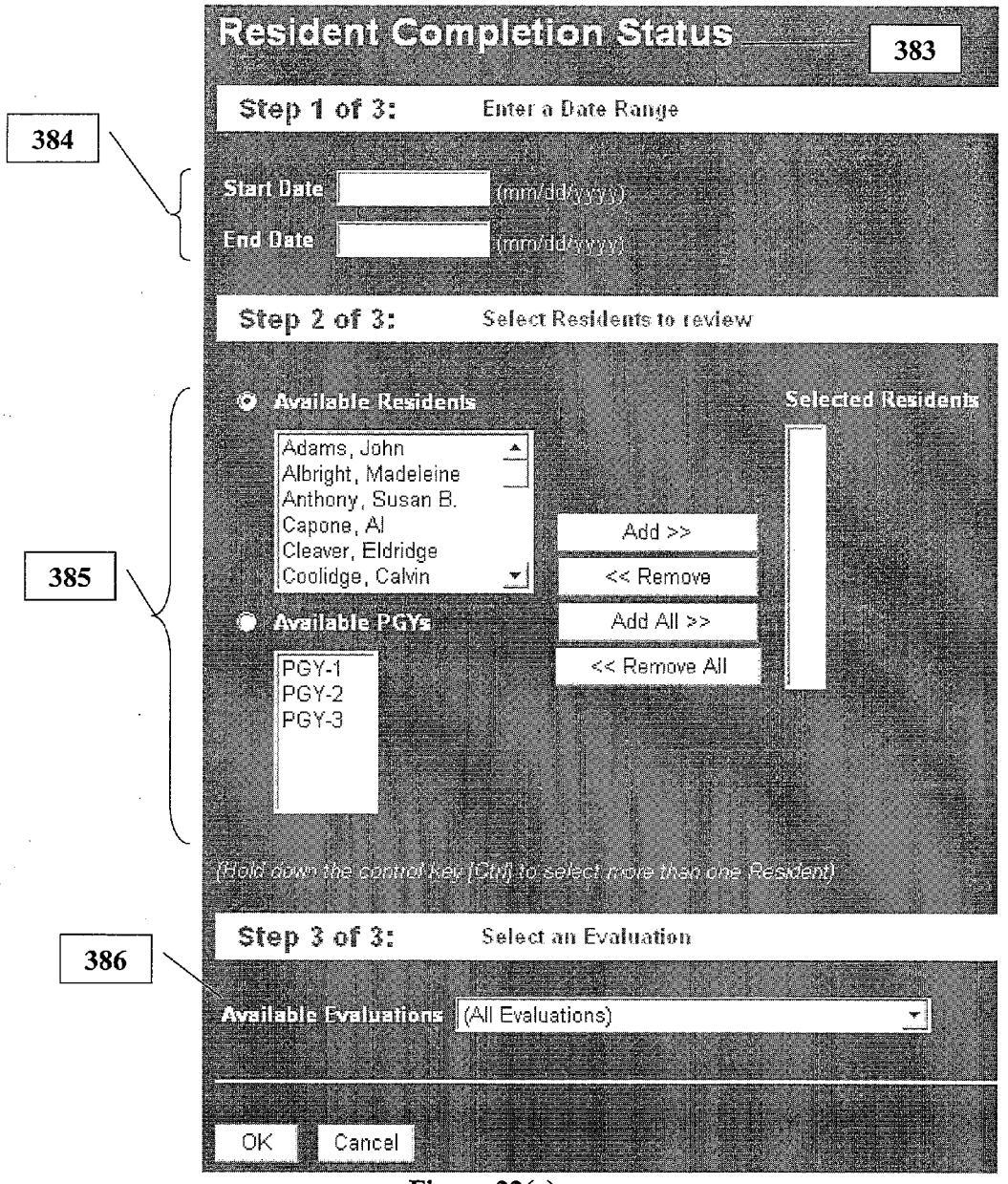

Resident Completion Status
383
384
Step 1 of 3:
Enter a Date Range
Start Date
(mm/dd/yyyy)
End Date
(mm/dd/yyyy)
Step 2 of 3:
Select Residents to review
Available Residents
Selected Residents
Adams, John
Albright, Madeleine
Anthony, Susan B.
Capone, Al
Cleaver, Eldridge
Coolidge, Calvin
Add >>
<< Remove
Add All >>
<< Remove All
385
Available PGYs
PGY-1
PGY-2
PGY-3
(Hold down the control key [Ctrl] to select more than one Resident)
Step 3 of 3:
Select an Evaluation
386
Available Evaluations
(All Evaluations)
OK
Cancel

Figure 22(a)

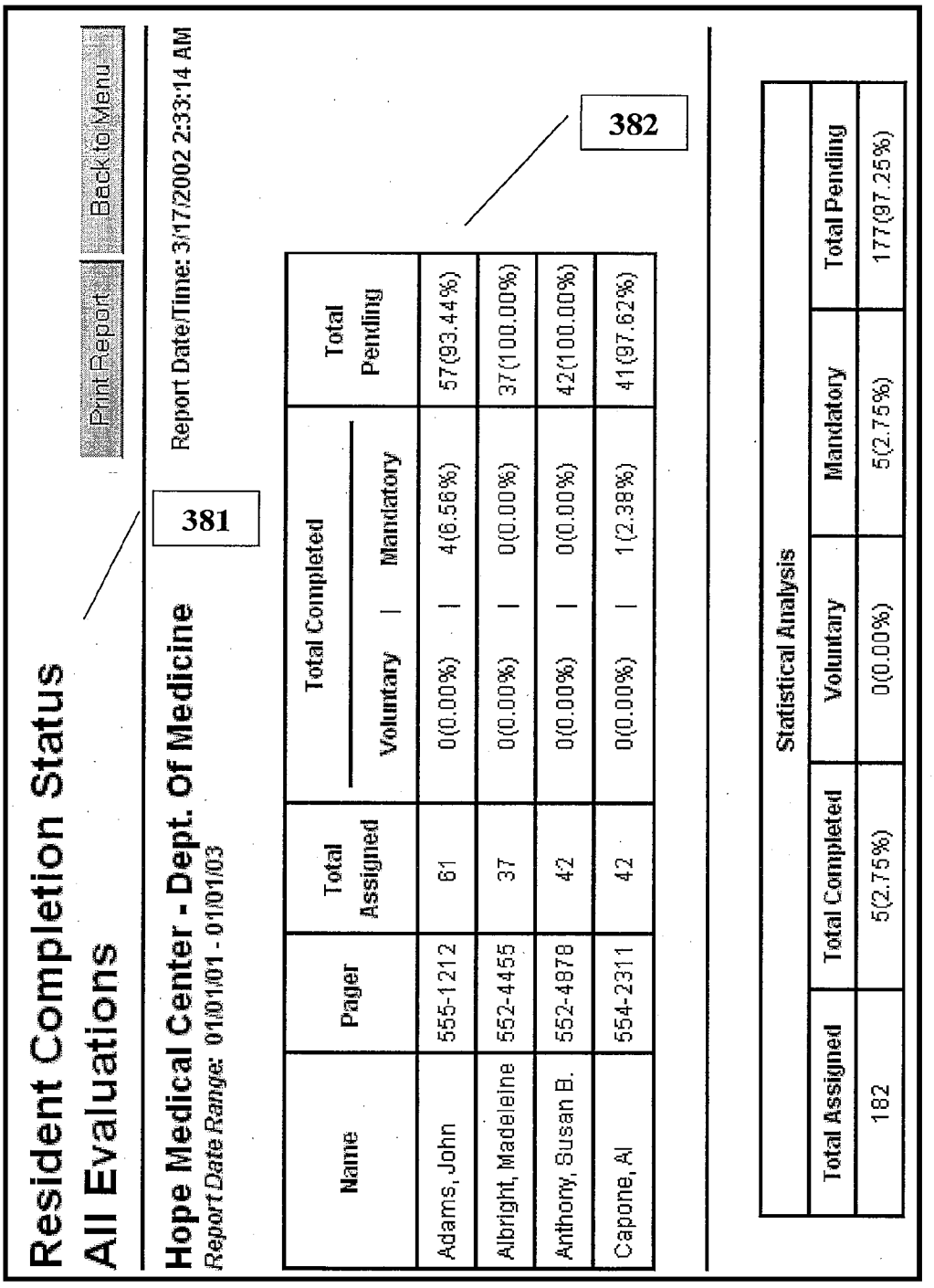

Resident Completion Status
All Evaluations
Print Report
Back to Menu
381
Hope Medical Center - Dept. Of Medicine
Report Date Range: 01/01/01 - 01/01/03
Report Date/Time: 3/17/2002 2:33:14 AM
382
Name
Pager
Total Assigned
Total Completed
Voluntary | Mandatory
Total Pending
Adams, John 555-1212 61 0(0.00%) | 4(6.56%) 57(93.44%)
Albright, Madeleine 552-4455 37 0(0.00%) | 0(0.00%) 37(100.00%)
Anthony, Susan B. 552-4878 42 0(0.00%) | 0(0.00%) 42(100.00%)
Capone, Al 554-2311 42 0(0.00%) | 1(2.38%) 41(97.62%)
Statistical Analysis
Total Assigned
Total Completed
Voluntary
Mandatory
Total Pending
182 5(2.75%) 0(0.00%) 5(2.75%) 177(97.25%)

Figure 22(b)

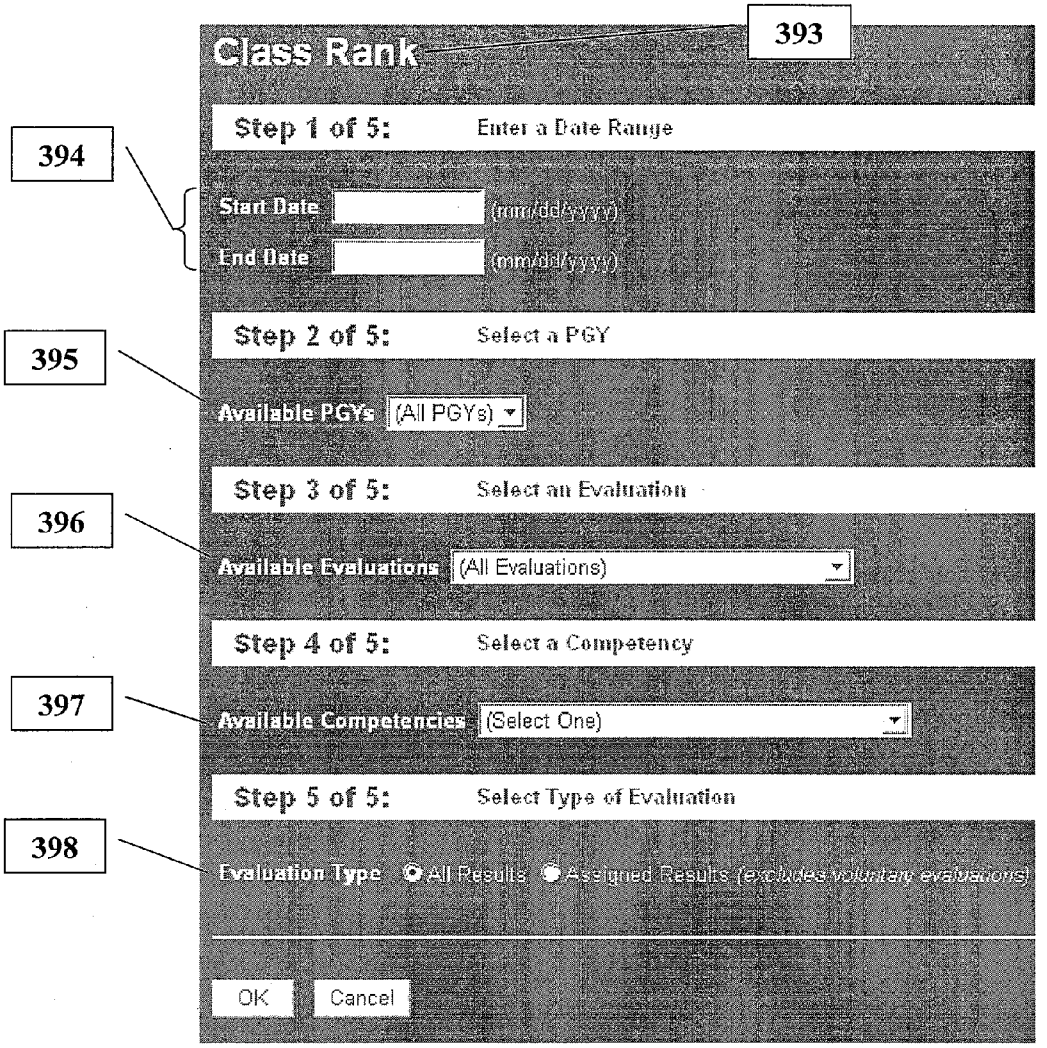
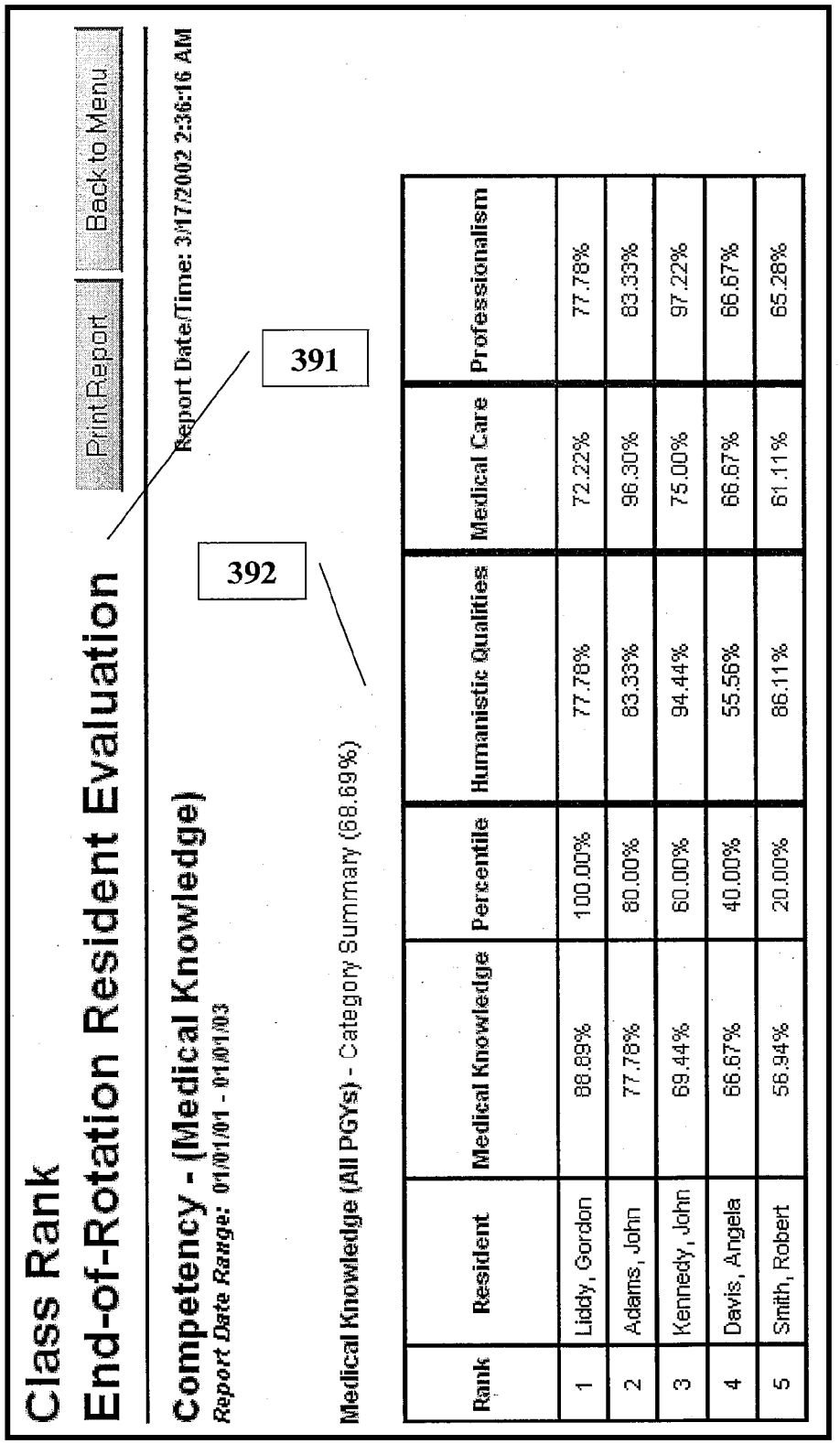

393
Class Rank
Step 1 of 5: Enter a Date Range
394
Start Date (mm/dd/yyyy)
End Date (mm/dd/yyyy)
Step 2 of 5: Select a PGY
395
Available PGYs (All PGYs)
Step 3 of 5: Select an Evaluation
396
Available Evaluations (All Evaluations)
Step 4 of 5: Select a Competency
397
Available Competencies (Select One)
Step 5 of 5: Select Type of Evaluation
398
Evaluation Type All Results Assigned Results (excludes voluntary evaluations)
OK
Cancel

Figure 23(a)



Rank	Resident	Medical Knowledge	Percentile	Humanistic Qualities	Medical Care	Professionalism
1	Liddy, Gordon	88.89%	100.00%	77.78%	72.22%	77.78%
2	Adams, John	77.78%	80.00%	83.33%	98.30%	83.33%
3	Kennedy, John	69.44%	60.00%	94.44%	75.00%	97.22%
4	Davis, Angela	66.67%	40.00%	55.56%	66.67%	66.67%
5	Smith, Robert	56.94%	20.00%	86.11%	61.11%	65.28%

Figure 23(b)

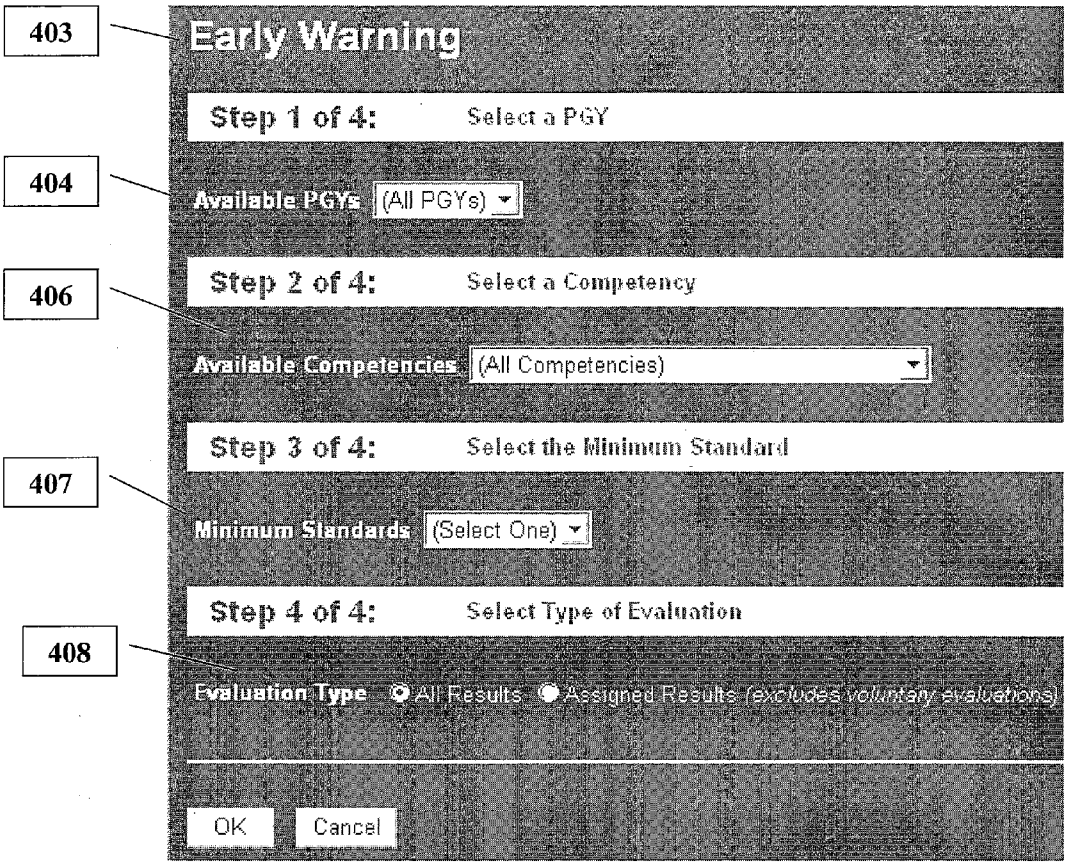

403
Early Warning
Step 1 of 4: Select a PGY
404
Available PGYs (All PGYs)
406
Step 2 of 4: Select a Competency
Available Competencies (All Competencies)
Step 3 of 4: Select the Minimum Standard
407
Minimum Standards (Select One)
Step 4 of 4: Select Type of Evaluation
408
Evaluation Type All Results Assigned Results (excludes voluntary evaluations)
OK
Cancel

Figure 24(a)

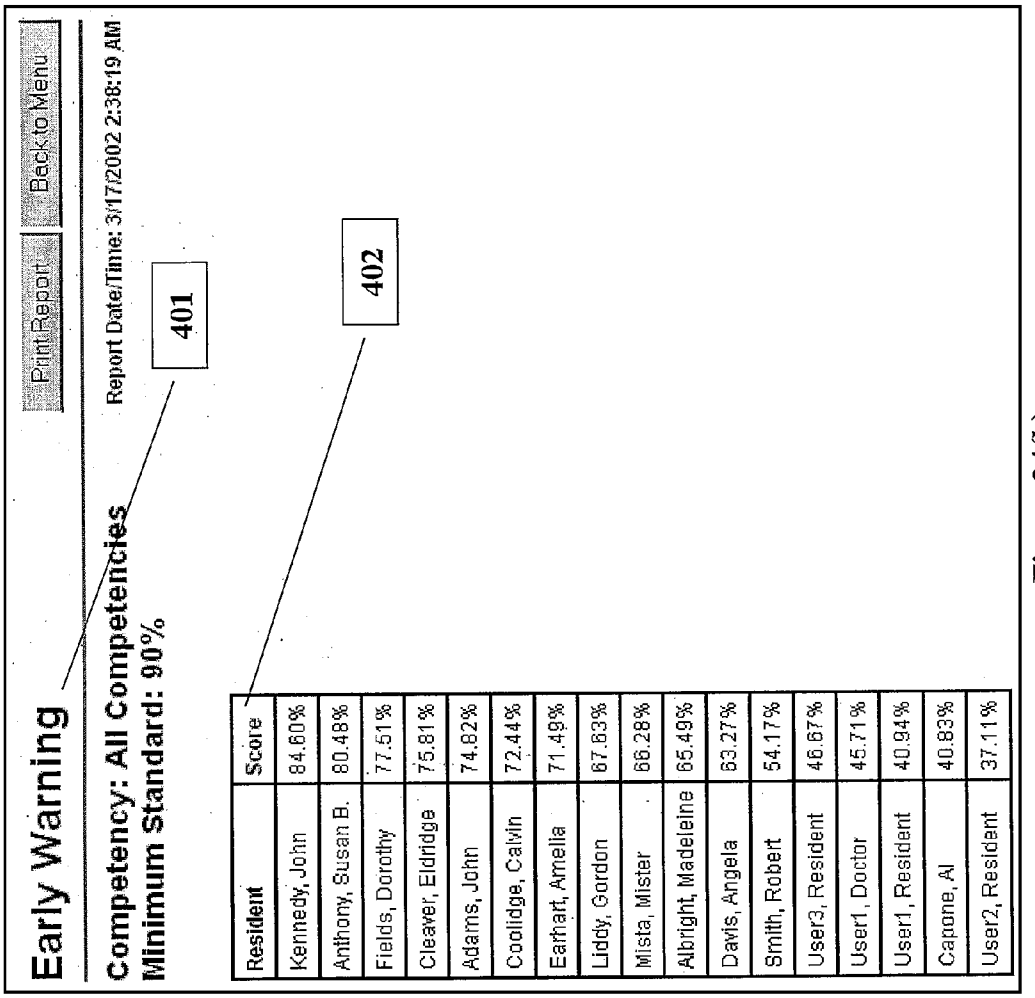

Early Warning
Print Report
Back to Menu
Competency: All Competencies
Minimum Standard: 90%
Report Date/Time: 3/17/2002 2:38:19 AM
401
402
Resident
Score
Kennedy, John
84.60%
Anthony, Susan B.
80.48%
Fields, Dorothy
77.51%
Cleaver, Eldridge
75.81%
Adams, John
74.82%
Coolidge, Calvin
72.44%
Earhart, Amelia
71.49%
Liddy, Gordon
67.63%
Mista, Mister
66.28%
Albright, Madeleine
65.49%
Davis, Angela
63.27%
Smith, Robert
54.17%
User3, Resident
46.67%
User1, Doctor
45.71%
User1, Resident
40.94%
Capone, Al
40.83%
User2, Resident
37.11%

Figure 24(b)

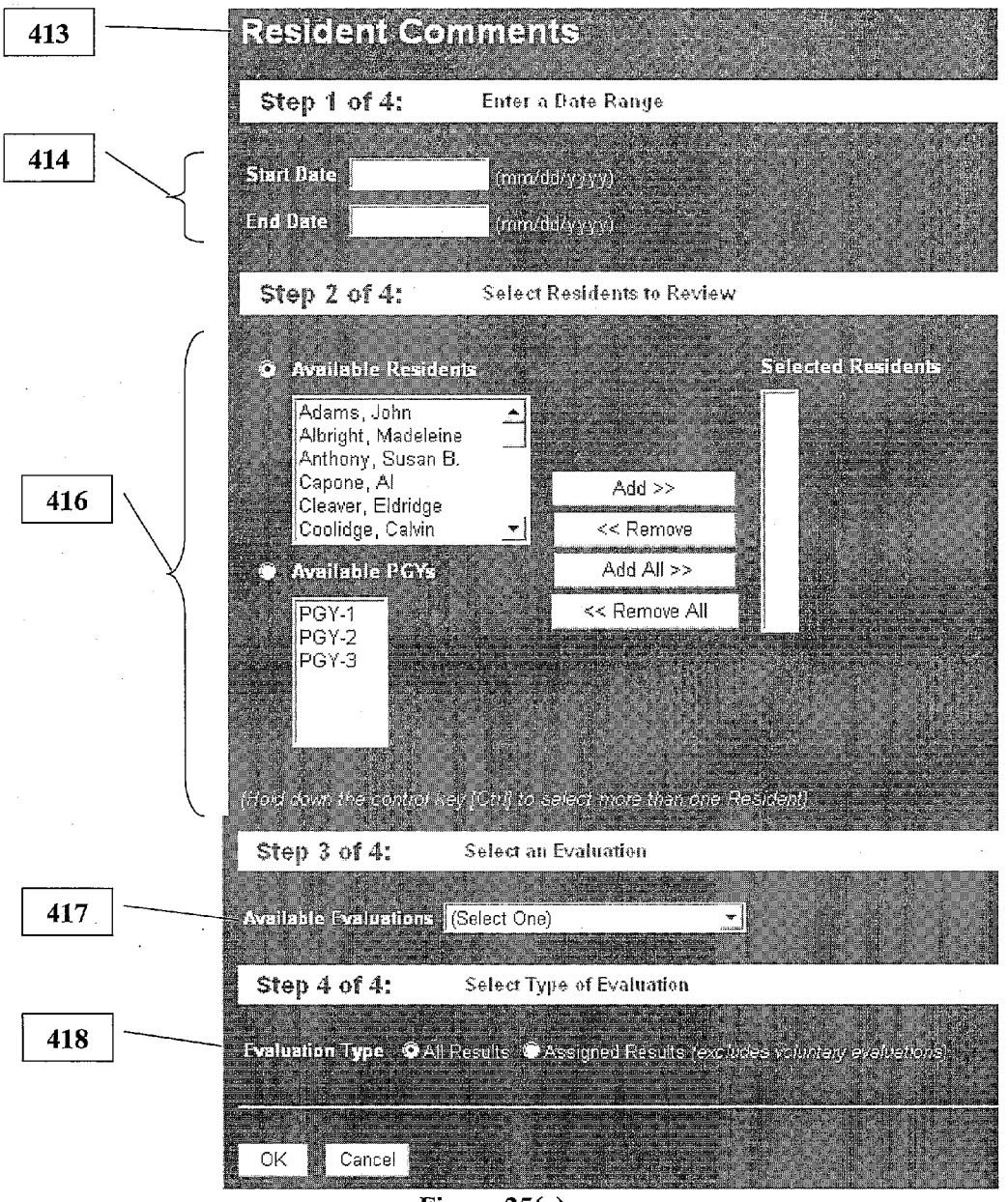

413
Resident Comments
Step 1 of 4: Enter a Date Range
414
Start Date (mm/dd/yyyy)
End Date (mm/dd/yyyy)
Step 2 of 4: Select Residents to Review
Available Residents
Selected Residents
Adams, John
Albright, Madeleine
Anthony, Susan B.
Capone, Al
Cleaver, Eldridge
Coolidge, Calvin
Add >>
<< Remove
Add All >>
<< Remove All
416
Available PGYs
PGY-1
PGY-2
PGY-3
(Hold down the control key [Ctrl] to select more than one Resident)
Step 3 of 4: Select an Evaluation
417
Available Evaluations (Select One)
Step 4 of 4: Select Type of Evaluation
418
Evaluation Type All Results Assigned Results (excludes voluntary evaluations)
OK
Cancel

Figure 25(a)

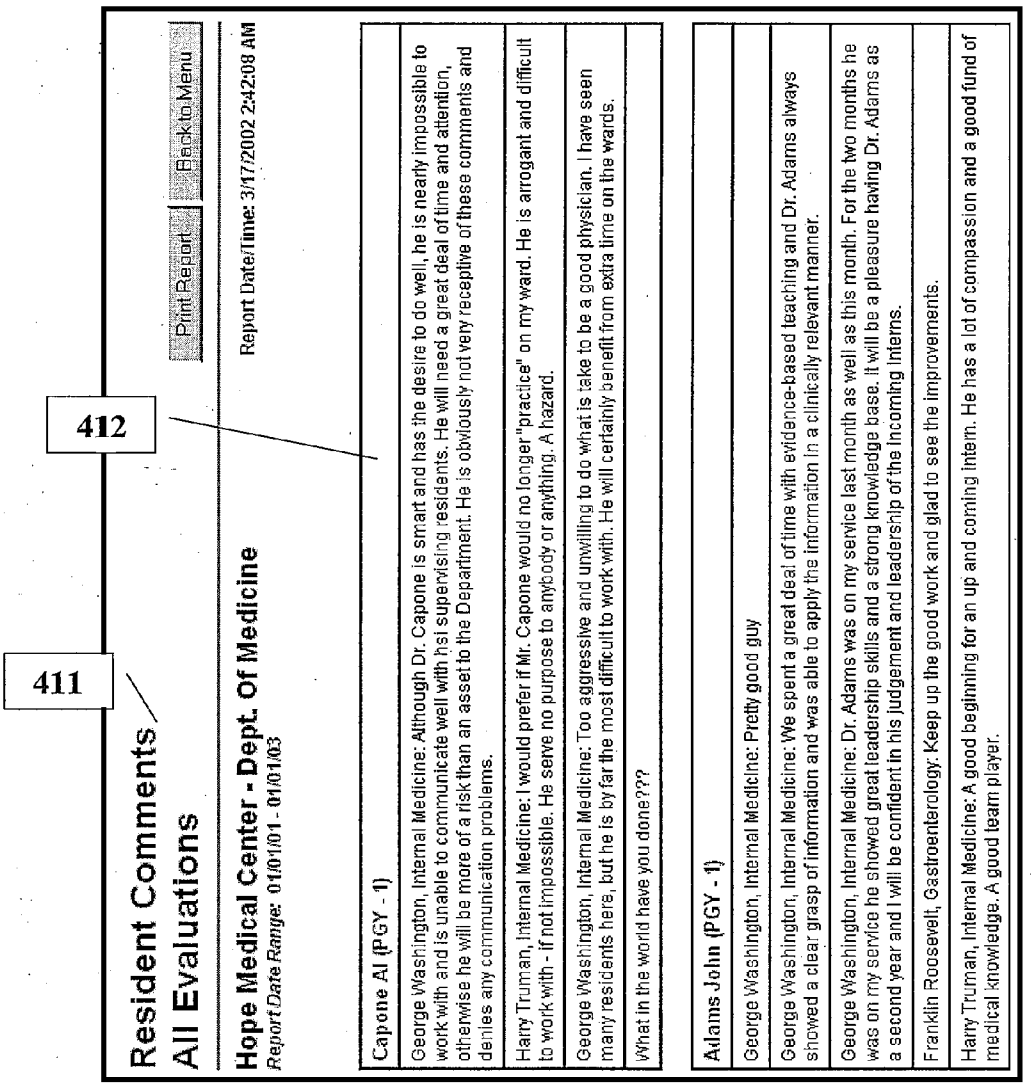

411
412
Resident Comments
All Evaluations
Print Report
Back to Menu
Hope Medical Center - Dept. Of Medicine
Report Date Range: 01/01/01 - 01/01/03
Report Date/Time: 3/17/2002 2:42:08 AM
Capone Al (PGY - 1)
George Washington, Internal Medicine: Although Dr. Capone is smart and has the desire to do well, he is nearly impossible to work with and is unable to communicate well with his supervising residents. He will need a great deal of time and attention, otherwise he will be more of a risk than an asset to the Department. He is obviously not very receptive of these comments and denies any communication problems.
Harry Truman, Internal Medicine: I would prefer if Mr. Capone would no longer "practice" on my ward. He is arrogant and difficult to work with - if not impossible. He serve no purpose to anybody or anything. A hazard.
George Washington, Internal Medicine: Too aggressive and unwilling to do what is take to be a good physician. I have seen many residents here, but he is by far the most difficult to work with. He will certainly benefit from extra time on the wards.
What in the world have you done???
Adams John (PGY - 1)
George Washington, Internal Medicine: Pretty good guy
George Washington, Internal Medicine: We spent a great deal of time with evidence-based teaching and Dr. Adams always showed a clear grasp of information and was able to apply the information in a clinically relevant manner.
George Washington, Internal Medicine: Dr. Adams was on my service last month as well as this month. For the two months he was on my service he showed great leadership skills and a strong knowledge base. It will be a pleasure having Dr. Adams as a second year and I will be confident in his judgement and leadership of the incoming interns.
Franklin Roosevelt, Gastroenterology: Keep up the good work and glad to see the improvements.
Harry Truman, Internal Medicine: A good beginning for an up and coming intern. He has a lot of compassion and a good fund of medical knowledge. A good team player.

Figure 25(b)

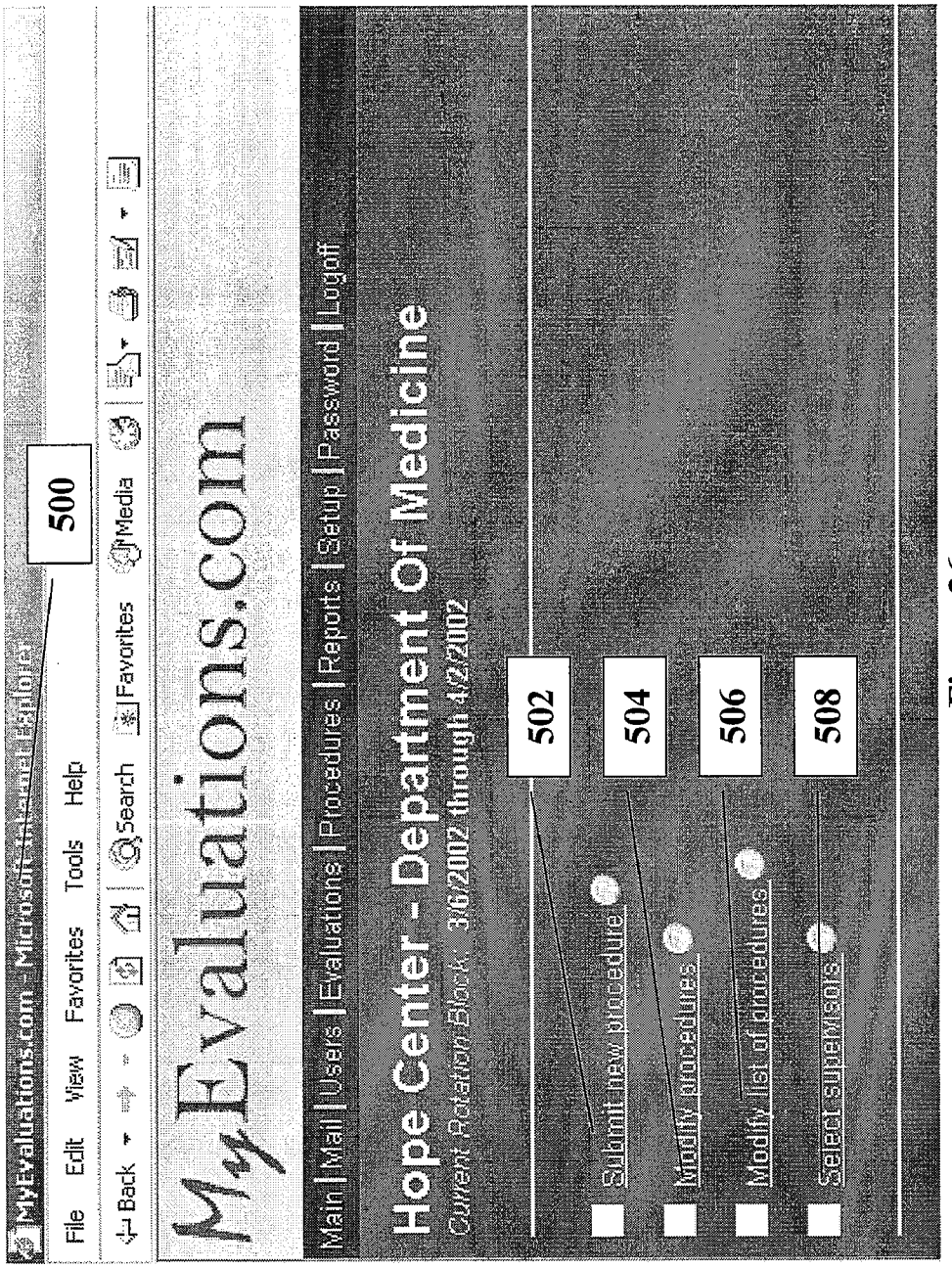

MyEvaluations.com - Microsoft Internet Explorer
500
File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Hope Center - Department Of Medicine
Current Rotation Block: 3/6/2002 through 4/2/2002
502
Submit new procedure
504
Modify procedures
506
Modify list of procedures
508
Select submissions

Figure 26

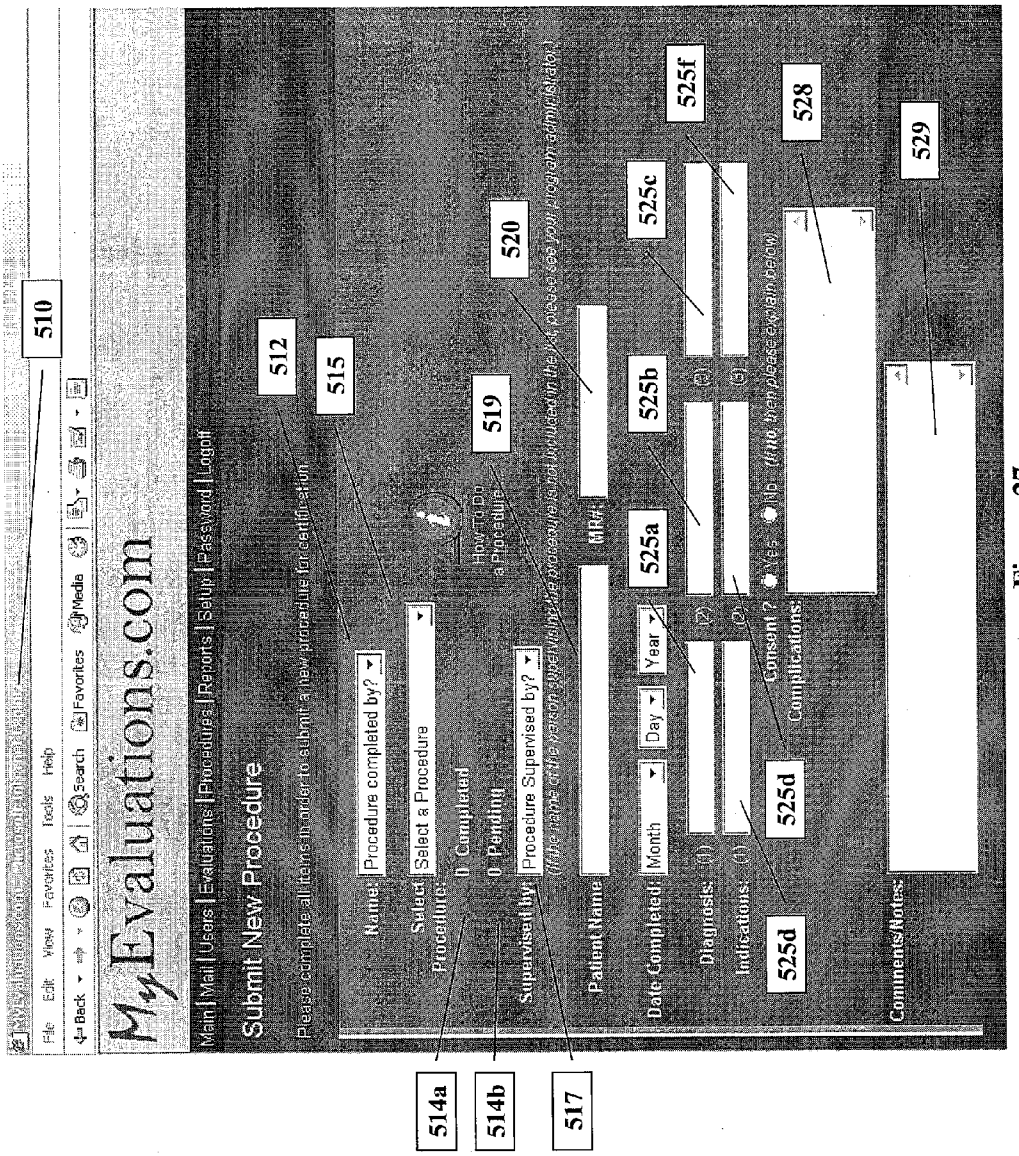

510
MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Submit New Procedure
Please complete all items in order to submit a new procedure for certification
512
515
Name: Procedure completed by?
Select Procedure: Select a Procedure
0 Completed
0 Pending
How To Do a Procedure
519
520
Supervised by: Procedure Supervised by?
Patient Name
MR#:
Date Completed: Month Day Year
525a
525b
525c
525f
Diagnosis:
Indications:
525d
525d
Consent ? Yes No
Complications:
528
Comments/Notes:
529
514a
514b
517

Figure 27

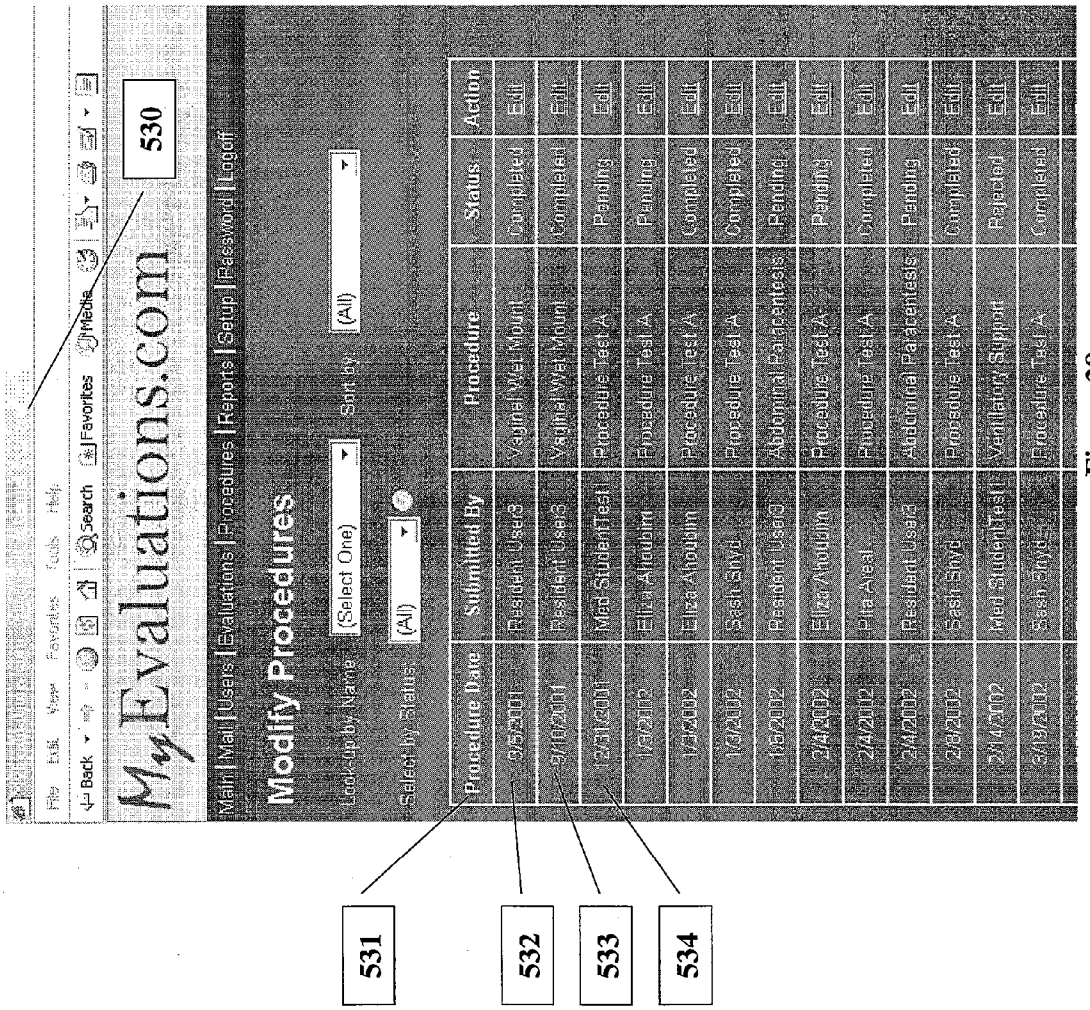

MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Modify Procedures
Look-up by Name
(Select One)
Sort by
(All)
Select by Status
(All)
Procedure Date
Submitted By
Procedure
Status
Action
Edit
530
531
532
533
534

Figure 28

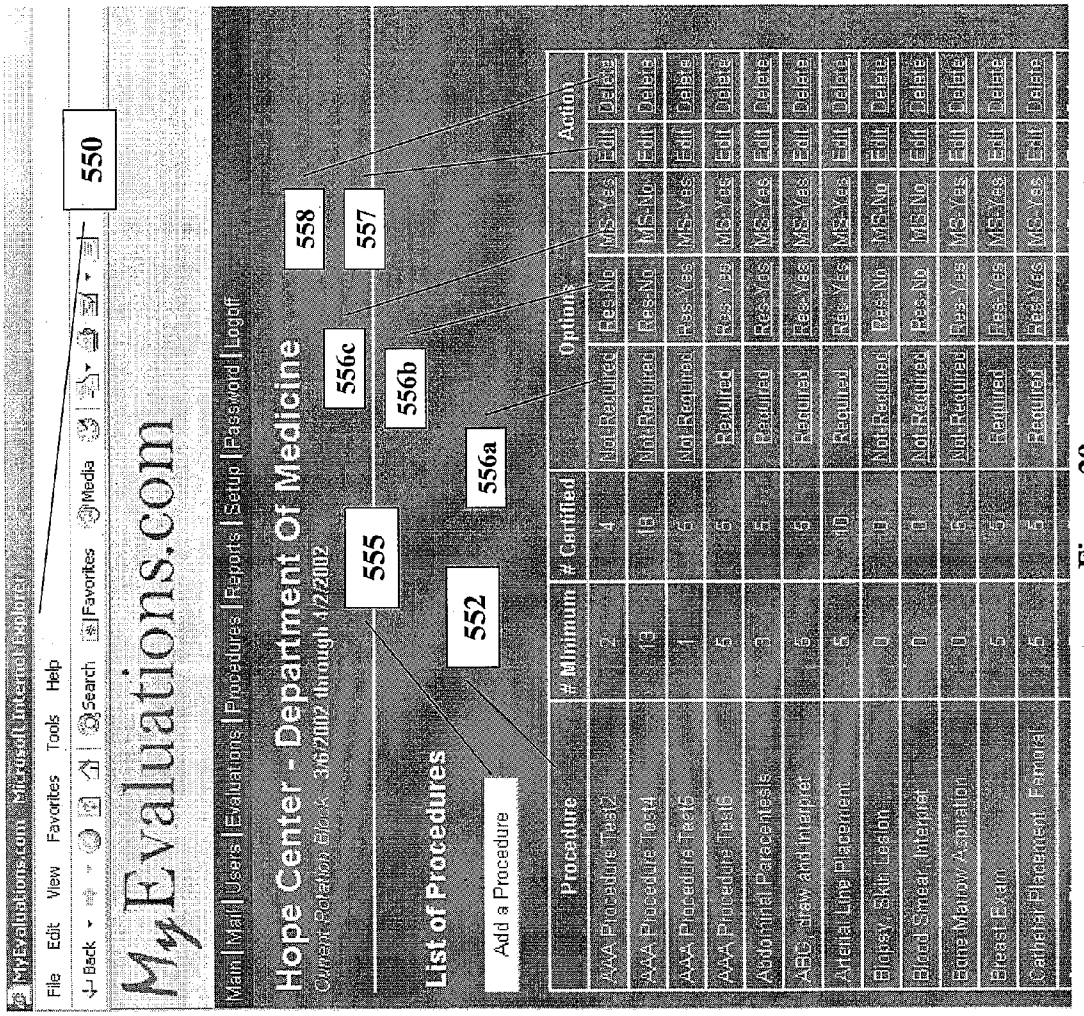

MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Hope Center - Department Of Medicine
Current Rotation Block: 3/6/2002 through 1/2/2002
List of Procedures
Add a Procedure
550
552
555
556a
556b
556c
557
558
Procedure
Minimum
Certified
Options
Action
AAA Procedure Test2
AAA Procedure Test4
AAA Procedure Test6
AAA Procedure Test8
Abdominal Paracentesis
ABG, draw and Interpret
Arterial Line Placement
Biopsy, Skin Lesion
Blood Smear, Interpret
Bone Marrow Aspiration
Breast Exam
Catheter Placement, Femoral
Not Required
Required
Res:No
Res:Yes
MS:No
MS:Yes
Edit
Delete

Figure 29

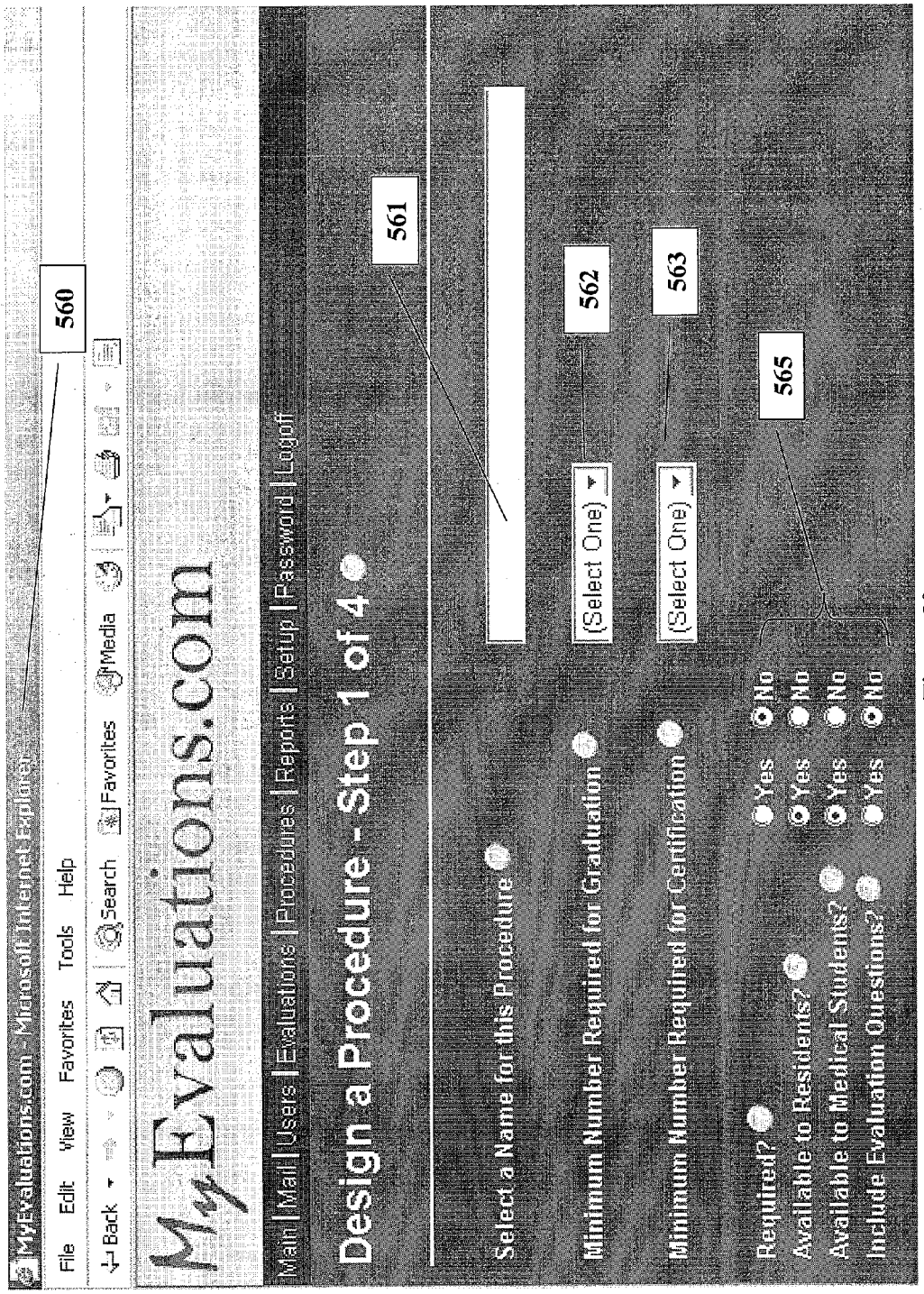

MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Design a Procedure - Step 1 of 4
Select a Name for this Procedure
Minimum Number Required for Graduation
(Select One)
Minimum Number Required for Certification
(Select One)
Required?
Available to Residents?
Available to Medical Students?
Include Evaluation Questions?
Yes
No
560
561
562
563
565

Figure 30

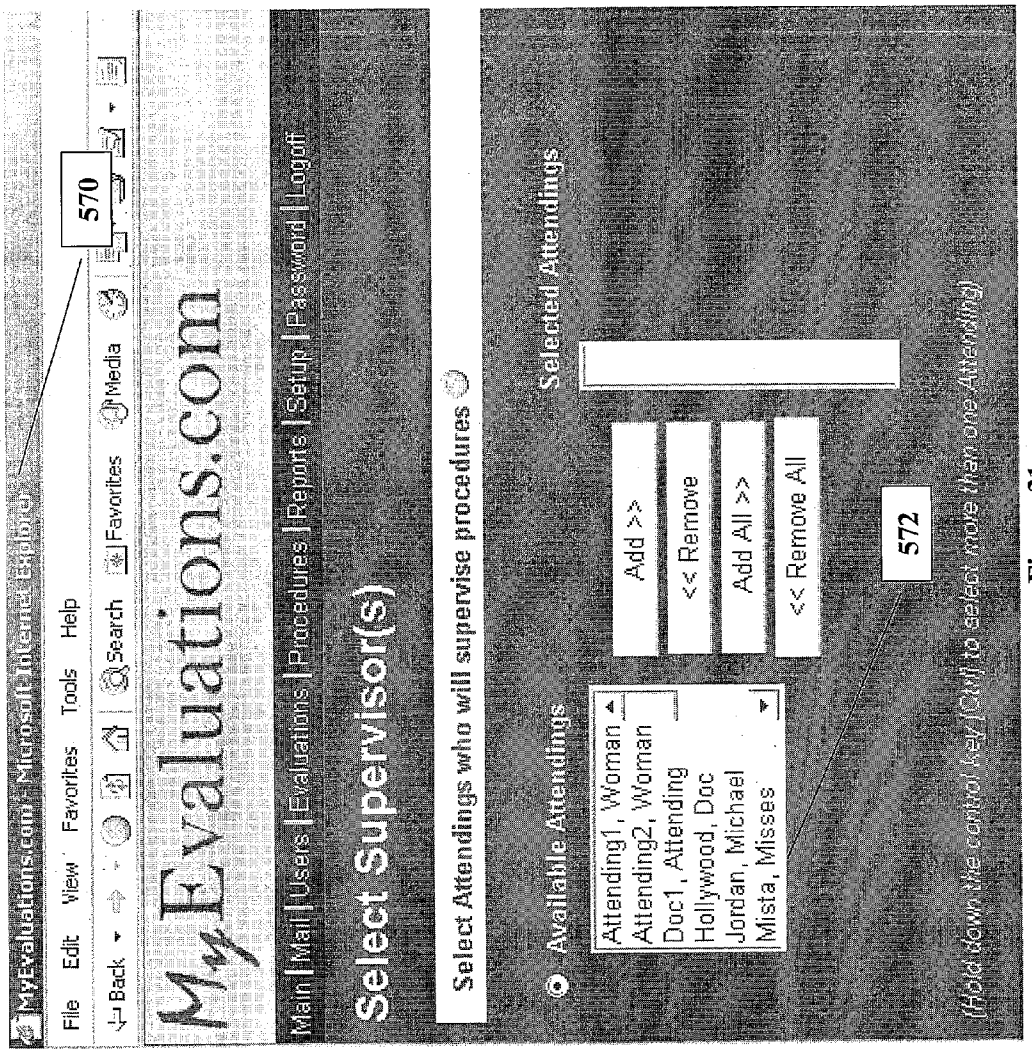

MyEvaluations.com - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
570
MyEvaluations.com
Main | Mail | Users | Evaluations | Procedures | Reports | Setup | Password | Logoff
Select Supervisor(s)
Select Attendings who will supervise procedures
Available Attendings
Attending1, Woman
Attending2, Woman
Doc1, Attending
Hollywood, Doc
Jordan, Michael
Mista, Misses
Add >>
<< Remove
Add All >>
<< Remove All
Selected Attendings
572
(Hold down the control key (Ctrl) to select more than one Attending)

Figure 31

SYSTEM AND METHOD FOR FACILITATING GENERATION AND PERFORMANCE OF ON-LINE EVALUATIONS

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] This application is a continuation application of U.S. Ser. No. 11/933,979, filed on Sep. 11, 2007, which is a continuation of U.S. Ser. No. 10/106,933 filed on Mar. 25, 2002, which is based on and claims the benefit of the filing of U.S. Provisional Patent Application No. 60/278,299 filed Mar. 23, 2001, the contents and disclosure of which are fully incorporated herein by reference.

BACKGROUND OF THE INVENTION

[0002] The Webster's English Dictionary defines evaluation as "to find the value or amount of or to judge the worth of".

[0003] Websites currently on the market simply allow users to login and complete existing evaluations. In other words, these websites are a data collection websites. Some examples include CollegeStats.com, RatingOnline.com and TeacherReviews.com.

[0004] For example: CollegeStats.com—anonymous online evaluation of teachers in any college or university. Teacher evaluations are then posted on the website for any other students to see. The site is "run by students, for students, and is completely free". RatingOnline.com—an online resource to find out "what the other students think of the professors at your college". The service allows students to find out whether the professor assigns and grades homework, number of quizzes and exams, and if the professor gives extra credit. StudentInfo.org—student-based website focusing on California colleges and universities, providing professor reviews to interested students. TeacherReview.com—student-run website collecting information from students about colleges across the globe, students complete evaluations to help other students select classes. Aceil.com—dedicated to the advancement of international academic exchange by facilitating the "evaluation of all international academic and professional credentials".

[0005] EducationEvaluation.com—provides online applications for various individuals to "clarify and verify credentials, degrees, and diplomas". Evaluations.com—online data collection of customized questions submitted in writing. Participants may include any person fitting the marketing requirements of a client company. Client companies submit the request in writing and Evaluations.com generates marketing questions based on those requirements. Primary business is to provide online marketing research. AgentFinders.com—site reports the performance Atlanta real estate agents. Service researches real estate market activity for each client request and provides data analysis in faxed or mailed reports.

[0006] There is one company on the market (Evaluations.com) that allows users to contact the company and design questions that are then implemented into an on-line evaluation. However, they do not support the ability to build evaluations online. Currently, there is no web-based evaluation system that allows users to build their own evaluations.

[0007] Further, many organizations that provide web-based evaluations allow registered users to be assigned to a specific evaluation or marketing questionnaire. However, these are tasks that are primarily completed internally by the organization or manually by a list. Alternatively, some web-based evaluation systems allow participants to be included based on the specific marketing requirements of a client company. None of the existing companies allow the administrative staff to make their own assignments.

[0008] Further, there are no organizations that allow administrative users of a web-based evaluation system to generate real-time online reports based on the data collected.

[0009] It is desirable to provide a comprehensive on-line facilitator that provides registered users all the tools necessary to build evaluation questions, individual evaluations, and to assign these evaluations to registered users within their organization.

[0010] It is further desirable to provide a comprehensive on-line web-based evaluation review system that enables collection of evaluation data and, once collected, enables registered users to access their account and review the results of these evaluations. More specifically, in the area of medical education, the facilitation of periodic scheduled evaluation between students and physicians for the enhancement of medical training and satisfaction of Board and regulatory agency requirements.

BRIEF SUMMARY OF THE INVENTION

[0011] Referred to herein as MYEVALUATIONS.COM®, there is provided a web-based system that allows a user to literally design a complete evaluation system online, by providing a framework with pre-written and customized questions, and answer choices. In addition to providing on-line evaluations for customers, the MYEVALUATIONS.COM® web-based system provides other distinct functionality that sets it apart from all other web-based evaluation systems. These include:

[0012] 1) the ability to custom build Evaluations^{SM} completely online;

[0013] 2) the ability to customize evaluations to an individual organization;

[0014] 3) the ability to implement a comprehensive database of evaluation questions;

[0015] 4) the ability to add custom questions;

[0016] 5) the ability to assign Evaluations^{SM}, e.g., evaluations may be assigned to medical doctors, residents, nurses and fellows in order to provide 360 degree field of evaluations within the hospital environment;

[0017] 6) the ability to assign evaluations to a group or to an individual;

[0018] 7) the ability to make assignments according to an individual's name, sub-specialty, or post-graduate year;

[0019] 8) the ability to assign evaluations by month, quarter, year, or a specific date or date range;

[0020] 9) the ability to monitor pending evaluations and compliance;

[0021] 10) the ability to automatically e-mail notification of assignments to reviewers;

[0022] 11) the ability to automatically e-mail reminders of incomplete evaluations; and,

[0023] 12) the ability for users to log on and complete ad-hoc evaluations.

[0024] Specifically, system functionality additionally includes the ability to review generated Evaluations^{SM} including the ability to generate clear, concise, and comprehensive online reports from the data collected; and, the ability to track medical doctor, resident, nurse and fellow completion of evaluations. Thus, besides enabling building of evaluations

online, a unique feature of MYEVALUATIONS.COM® is the ability to enable any administrative user to make assignments. For example, in the case of hospitals, the services provided by MYEVALUATIONS.COM® web-site enable the administrative staff to setup the users within a hospital. The second step is to design the online evaluations. The third step is to assign specific evaluations.

[0025] Assignments are made online and can be targeted to any registered member of the hospital. The assignments can be made by an individual's name, sub-specialty, or post-graduate year. These assignments can be made by month, by quarter, by year, or for a specific date. In addition, users can log on and complete ad-hoc evaluations. Individuals are then automatically notified by e-mail regarding pending and/or overdue evaluations. Therefore, the hospital has a streamline system that allows them to completely manage their internal evaluation system.

[0026] As a fourth step, MYEVALUATIONS.COM® services enable the generation of online reports based on the data collected. A unique feature of MYEVALUATIONS.COM is the ability to generate a real-time and online report based on the data collected via the online evaluations. The content of these reports is absolutely unique in design, by generating specific information on average performance and percentile ranking for individuals or a group, and cross-comparing the data between individuals or groups.

[0027] Advantageously, the present invention is targeted and designed for academic hospitals with users that include hospital administration, staff, medical doctors (i.e., Attendings), nurses, residents and fellows. Individual hospitals are able to register for services provided by the MYEVALUATION.com® web-site by paying a monthly fee. Once a hospital is registered, the administrative staff can set up the staff, medical doctors, nurses, residents, medical students and fellows that make up the actual evaluation users. Once users have been set up, the administrative staff can design completely customizable evaluations that can then be assigned to the actual evaluation users. After assignments are made and users have answered the evaluation questions, the administrative staff can generate group-specific reports for internal review.

BRIEF DESCRIPTION OF THE SEVERAL VIEWS OF THE DRAWING(S)

[0028] The above and further advantages of the present invention may be better understood by referring to the following description in conjunction with the accompanying drawings, in which:

[0029] FIG. **1** is a diagram illustrating an Internet/Web-based communications system **10** established for enabling on-line evaluations build/assignment/management and reporting functionality and procedure build/tracking functionality according to the invention;

[0030] FIG. **2** illustrates an example MYEVALUATIONS.COM log-in web page **50**;

[0031] FIG. **3**(*a*) illustrates an example Main menu comprising the default interface display **60** presented when a user logs on, and FIG. **3**(*b*) illustrates an example Main menu comprising a default interface display **70** presented when an administrator user logs on;

[0032] FIG. **4** illustrates an example screen **80** at the Administrator Access Level for enabling the management of user profiles, management of evaluations, management of hospital/department profiles, report generations, et al;

[0033] FIG. **5**(*a*) illustrates an exemplary Add User Profiles interface **85** and FIG. **5**(*b*) illustrates an exemplary user profile data entry interface for a Resident user to enable the administrator to enter all relevant data pertaining to that new individual user;

[0034] FIG. **6** illustrates an Edit Hospital/Department Profile interface **100** for enabling the editing/updating of hospital/department profiles for medical profession evaluations;

[0035] FIG. **7** illustrates an example interface **110** which initiates presentation of a build evaluations Evaluations Build option of FIGS. **8**(*a*)-**8**(*d*).

[0036] FIGS. **8**(*a*)-**8**(*d*) provide various interfaces for initiating processes to build/design and edit an evaluation;

[0037] FIG. **9**(*a*) illustrates an example Evaluation Assignments menu interface **200** and FIG. **9**(*b*) illustrates example types of assignments available via the system;

[0038] FIG. **10** illustrates an example Evaluation Assignment interface **210** downloaded to users for assigning an evaluation to residents, for example, who will be evaluating attending(s), and vice versa.

[0039] FIG. **11** illustrates an example Manage Evaluation Assignments interface **250** for enabling the management of previously assigned evaluations;

[0040] FIG. **12** illustrates an example Manage Evaluations Questions interface **260** for enabling the maintenance and addition of questions pertaining to competencies that may be selected to comprise an evaluation;

[0041] FIG. **13** illustrates a web-based interface display **270** providing functionality for adding an evaluation question to the evaluation questions database **18***a* of FIG. **1**;

[0042] FIG. **14** illustrates an example Reports Selection interface **300** for initiating real-time, on-line generation of various management reports;

[0043] FIG. **15**(*a*) illustrates an example Individual Resident Evaluations report interface **314** providing functionality for on-line generation of an Individual Resident Evaluations report **312** an example of which is depicted in FIG. **15**(*b*);

[0044] FIG. **16**(*a*) illustrates an example Summary of Group/Resident Evaluations report interface **323** providing functionality for on-line generation of a Summary of Group/Resident Evaluations report **321** an example of which is depicted in FIG. **16**(*b*);

[0045] FIG. **17**(*a*) illustrates an example Summary Peer-to-Peer Evaluations report interface **333** providing functionality for on-line generation of a Summary Peer-to-Peer Evaluations report **331** an example of which is depicted in FIG. **17**(*b*);

[0046] FIG. **18**(*a*) illustrates an example Summary Program Evaluations report interface **343** providing functionality for on-line generation of a Summary Program Evaluations report **341** an example of which is depicted in FIG. **18**(*b*);

[0047] FIG. **19**(*a*) illustrates an example Trending of Resident Performance report interface **353** providing functionality for on-line generation of a Trending of Resident Performance report **351** an example of which is depicted in FIG. **19**(*b*);

[0048] FIG. **20** illustrates an example Summary of Resident's Core Competencies evaluation report interface **363** used for generating a Resident's Core Competencies evaluation summary report;

[0049] FIG. **21**(*a*) illustrates an example the Overdue Evaluations report **372**; FIG. **21**(*b*) illustrates an example e-mail communication **59** sent to an evaluator providing the evaluation assignments due/overdue;

[0050] FIG. **22**(*a*) illustrates an example Resident Completion Status report interface **383** providing functionality for on-line generation of a Resident Completion Status report **381** an example of which is depicted in FIG. **22**(*b*);

[0051] FIG. **23**(*a*) illustrates an example Class Rank report interface **393** providing functionality for on-line generation of a Class Rank report **391** an example of which is depicted in FIG. **23**(*b*);

[0052] FIG. **24**(*a*) illustrates an example Early Warning report interface **403** providing functionality for on-line generation of an Early Warning report **401** an example of which is depicted in FIG. **24**(*b*);

[0053] FIG. **25**(*a*) illustrates an example Resident Comments report interface **413** providing functionality for on-line generation of a Resident Comments report **411** an example of which is depicted in FIG. **25**(*b*);

[0054] FIG. **26** illustrates an example Procedures Menu Interface **500** for enabling the generation, management and tracking of procedures;

[0055] FIG. **27** illustrates an example interface **510** for enabling a user/administrator to add a new completed procedure on-line;

[0056] FIG. **28** illustrates an example web-based communication providing an interface **530** for modifying submitted procedures;

[0057] FIG. **29** illustrates an example web-based communication providing an interface **550** for generating a detailed list of all procedures and functionality for initiating addition of new procedures;

[0058] FIG. **30** illustrates an example web-based communication providing an interface **560** for designing a new procedure; and,

[0059] FIG. **31** illustrates the example web-based communication providing an interface **570** for selecting an attending who is to supervise the procedure.

DETAILED DESCRIPTION OF THE INVENTION

[0060] MYEVALUATIONS.COM® is a web-based service that provides registered users with all of the tools necessary to build evaluation questions, individual evaluations, and to assign these evaluations to registered users within different organizations, on-line. Once the data is collected, registered users can access their account and review the results of these evaluations. As will be described, the evaluations services in the preferred embodiment are targeted and designed for academic hospitals. The users include hospital administration, staff, medical doctors, nurses, residents, medical students and fellows. Individual hospitals are able to register for the evaluations services by paying a monthly fee plus a one-time setup fee. Once a hospital is registered, the administrative staff can set up the staff, medical doctors, nurses, residents, medical students and fellows that make up the actual evaluation users. Once users have been set up, the administrative staff may design completely customizable evaluations that can then be assigned to the actual evaluation users. After assignments are made and users have answered the evaluation questions, the administrative staff may generate group-specific reports for internal review.

[0061] FIG. **1** is a diagram illustrating an Internet/Web-based communications system **10** established for enabling on-line evaluations build/assignment/management and reporting functionality according to the invention. As shown in FIG. **1**, the invention comprises a web site **31**, maintained and operated by MYEVALUATIONS.COM®, providing the secure on-line connection service over the Internet, that includes one or more web/database servers **30** comprising application and database software components for building and assigning evaluations online and reporting evaluation data. Registered users **12***a*, . . . , **12***n* of the web site are enabled to access the web site **31** remotely via wired or wireless connections to the Web/Internet **15**. Wired communications between the web site **31** and the registered users are via the public Internet in accordance with standard TCP/IP protocols and optionally, over a secure communications link, e.g., secure sockets layer, BlueTooth or similar protocol. It is understood that parties **12***a*, . . . , **12***n* may access the Web/Internet via a personal computer/computing device, personal digital assistant, or like device implementing web-browser functionality, e.g., Netscape® or Internet Explorer®, or other browsing technology that may be compatible.

[0062] The MYEVALUATIONS.COM® web-site includes one or more web-servers **30** executing a collection of web-based applications implementing, for example, Active Server Page (ASP), JavaScript, HTML, VB Script with a SQL Server database. This preferably operates on a centralized server **30** and database with 128-bit security. Provided at a web-site server **30** are various Internet Information Services (IIS) which are mechanisms enabling files on a computer to be read by remote computers and particularly, used to house, secure and present a web site to either the Internet or an intranet (private network); and Component Services (COM) which function as a repository of custom Dynamic Link Libraries (dll's) that allow custom applications to perform actions in data sources foreign to the application, e.g., enabling a web page to query data on a database.

[0063] As shown in FIG. **1**, a centralized database may be partitioned into several databases including a hospital/department profiles database **39***a* for storing respective profiles of the registered clients, e.g., hospitals and their various departments represented by a computer workstation at a hospital **21**, and a users profiles database **39***b* associated with the hospital/department database for storing information for the various registered users (e.g., evaluators/evaluatees **12***a*, . . . , **12***n*) or administrator **20**. The system **10** further includes a questions and answers database **18***a*, **18***b*, respectively, for storing questions and various answer choices to be used in the evaluations generated; an evaluations database **18***c* for storing the built evaluations for on-line use; an assignments database **29** for storing assignment information pertaining to the evaluators (assignees) of the on-line evaluations; and, a procedures database **34** for storing built procedures required to be performed by residents and medical students, for example, and used for tracking purposes as will be described in greater detail herein. As will be described in greater detail herein, the web-server **30** preferably executes a variety of application specific programs, including, but not limited to: an evaluations build software module **24** providing functionality for building evaluations to be assigned and stored in the evaluations database **18***c*; an evaluation assignment software module **26** providing functionality for assigning evaluations; an overdue evaluation scan module **28** providing functionality for tracking status of pending assigned evaluations; a report generator module providing functionality for generating a variety of reports; and a procedure build/tracking module **25** providing functionality for generating procedures and tracking the performance of procedures in satisfaction of Board and/or regulatory agency requirements, in the manner as will be explained in greater detail.

Login

[0064] FIG. **2** illustrates an example MYEVALUATIONS.COM® log-in web-based communication (e.g., web-page

50) including a username field **51** and password field **53**. Users may access the system using a pre-assigned username and password. If a registered user has forgotten their password or user name, user may retrieve this information via e-mail using a well-known forgotten user password function **52**. The username may be automatically generated based on the user's first name and last name. When a user is added to the users database **39***b* (FIG. **1**), the system will use the first initial from the first name and combine it with the last name in order to generate a complete username (e.g., John Adams will be JAdams). The application may then scan the database to assure that the username is unique. If the selected username already exists in the database, then a number (starting with 1 up to ∞) will be added to the end of the username (e.g., JAdams1). The username can be optionally case sensitive; otherwise by default it will not be case sensitive. The password field **53** may require a minimum of four characters. The characters can be a combination of letters, numbers, and non-restricted symbols. The first time a user logs into MYEVALUATIONS.COM® he(s)he will be prompted to change their user to a new confidential password. The password can be optionally case sensitive; otherwise by default it will not be case sensitive.

User Access

[0065] By entering their unique username and password each user will have access to their evaluations and records. There are two general user access levels: an Administrator level which includes all individuals needing access to administrative features such as Manage User Profiles, Design Evaluations, and Reports (e.g., FIG. **3**(*b*)); and, a User level which includes all individuals needing system access for completing evaluations and personal reports (e.g., FIG. **3**(*a*)).

[0066] Each general user who logs on will have access to the following Main Menu options as shown in the example downloaded web-based communication **60** of FIG. **3**(*a*) providing functionality for a particular registered user (e.g., hospital department **61**) of the system **10**. More particularly, from the main (Default) screen **60**, the user may select the following options: a Voluntary option **62** providing user access to voluntary or Ad-hoc evaluations; a Procedures option **64** providing users access to on-line procedure submission and tracking; a Reports option **65** providing access to personal reports; a Password option **63** providing user access to change personal profile including password; and a Logoff option **66** enabling users to log-off user from the web-site.

[0067] It should be understood that each user registered as a system administrator or user/administrator (of a hospital department **61**) who logs on the system will have access to the following Main Menu options as shown in the example downloaded web-based communication **70** of FIG. **3**(*b*) providing additional functionality including: the Main (Default) screen option **70** as seen when a user logs on; a Mail option **72** which provides access to user's e-mail for sending individual or group e-mails; a Reports option **65** providing user access to personal reports; an Evaluations option **75** enabling the administrator system access to design, assign and manage department evaluations; the Procedures option **64** providing the administrator with access to additional on-line procedure tracking and management functionality; the Users option **76** providing access to manage user profiles; a Setup option **78** providing access to modify the department's profile and academic calendar; the Password option **63** providing access to change personal profile including user's password; and, the Logoff option **66**. For users having a combined User/Administrator profile, they will have access to the Main, Mail, Voluntary, Reports, Evaluations, Procedures, Users, Setup, Password, and Logoff options.

[0068] From the main menu interface **70** of FIG. **3**(*b*), an administrator may add new users by selecting the Users option **76** which initiates presentation of a Manage User Profiles interface **80** such as shown in FIG. **4**. It is from this interface that enables Administrator access to enable the management of user profiles, management of evaluations, management of hospital/department profiles, report generations, etc. From this screen, links are provided that enable functionality for system administrators who add user/hospital department profiles and manage base evaluation questions. As shown in FIG. **4**, the Manage User Profiles interface **80** includes an Add User Profile button **82** which, when selected, generates for download to the administrator an Add User Profiles interface **85** such as shown in FIG. **5**(*a*). The downloaded Add User Profiles interface **85** provides functionality for selecting the type of user (e.g., Resident, Chief Resident, Attending, Fellow, Nurse, Medical Student or Staff) by selecting an appropriate radio button **86**; and, pressing a "Next" button **87** to advance to the next page, or "Cancel" to stop adding a new user. In response to pressing the "Next" button **87**, a new web-based interface is communicated such as the example Add Resident User Profile interface **90** shown in FIG. **5**(*b*) to enable the administrator to enter all relevant data pertaining to that new individual user in entry fields for entering(s)electing new user information including: the user's first name **91**; the user's last name **92**; the user's password **93**; that user's access level **94** where the default value is "User" and should be used for all individuals needing access for completing evaluations; or, alternately, the access level is "Administrator" and should be used for all individuals needing access to administrative features such as Manage User Profiles, Design Evaluations, Procedures and Reports, etc; a Year First Started value **96** which is used to calculate a Post-Graduate Year ("PGY") and/or total number of years employed; optionally entering that user's pager number **97** which data may eventually be printed on an "Overdue Evaluations" report, and, on the user list page, as will be explained in greater detail herein; optionally entering that user's telephone number **98**; that user's e-mail address **99** which data is used to send automatic notifications of pending and overdue evaluations. This is also used as the e-mail address for forwarding a forgotten password; and, that user's Default E-mail Address (not shown) which is an option that is only available under the Chief Resident user type and is used for all users who do not have an e-mail address on file. It should be understood that the Username is automatically generated based on the user's first initial and last name. If the user name is already in use, then a number (starting from 1) will be placed at the end of the username.

[0069] Further with respect to managing user profiles, the downloaded web-based communication such as the example web-page illustrated in FIG. **4**, displays the names of all current users. That is, FIG. **4** illustrates an example user profile management screen **80** for enabling the management (sorts and orders) of users. As shown in FIG. **4**, all of the current users are displayed in a formatted table **81**; the table including a heading row. Selecting the heading row will cause the entire table to sort based on the contents in the selected column. The table will include the following headings: 1) Edit **83**: This function will permit the editing of individual user

profiles. Selecting this function launches the user edit page similar to the add user profile page; 2) Delete **84**: This function will permit the deletion of the individual user profile. It is important to note that this action will only cause deletion of the profile and not the associated evaluation data. Selecting this function additionally launches a confirmation communication (e.g. web-page) to confirm deletion by pressing "OK" or to "Cancel" deletion of the selected user profile; 3) User ID **88**: The data from Username will be displayed in this column and is automatically generated based on the user's first initial and last name. If the user name is already in use, then a number (starting from 1) will be placed at the end of the username; 4) Password **93**: the password of a registered user; 5) First Name **91**: The first name of a registered user; 6) Last Name **92**: The last name of a registered user; 7) User Type **94**: causes display of data from User Type, including Resident, Chief Resident, Attending, Fellow, Nurse, Medical Student or Staff; 8) a First Year **96**: display data from Year First Started which represents the year the individual first started working at the selected Department; 9) E-mail Address **99**: The e-mail of the registered user; and, the pager of the registered user (not shown).

[0070] The Manage User Profiles function **80** of FIG. **4** may be sorted and manipulated in many ways. As outlined above, each heading column may be used to sort the table **81**. In addition the top of the table will include the following functions: 1) Filter User Type **89***a* providing means to sort users by user type. Selecting a category from this list will display only individuals that are within the specified category. To display all individuals select the (All) option from the drop-down menu and then select: a Resident/Chief Resident; Attending; Fellow; Nurse; Medical Student; Staff, for example; and, 2) Filter Column and Value **89***b*, **89***c* providing means to sort users by user information by enabling selection an option from the Filter Column. Selecting a category from this list will display only individuals that are within the specified category. To display all individuals, an administrator may select the 'Refresh' button **89***d* from the screen **80**. The options include: Last Name, Firstname Name, User ID, (first initial and last name), and, First Year (year first started). Next, the user may type a Filter Value **89***c* to find a user(s) based on specific criteria. This field is used in combination with the "Filter Column" option. (e.g., Select "Filter Column" option "First Name" and type the first few letters of a person's last name and press Refresh.) and the query results will be displayed in the table **81**.

[0071] From the main menu interface **70** of FIG. **3**(*b*), an administrator may setup a department profile by selecting the Setup option **78** which initiates presentation of a Edit Hospital/Department Profile interface **100** such as shown in FIG. **6**. From this interface, an administrator may setup the department profile by entering information including: a hospital name **102**, a program type **104**, and address/contact information **105**. Further entries include selection of the first day of the academic year in month day **107** which is used to set the commencement date of the 12 or 13 month calendar year, and the maximum number of evaluation exemptions **109** which are assigned to users in some circumstances to provide users with an option not to complete an assigned evaluation. It is understood that each time an evaluation exemption is exercised by a user, that user's exemption number total is decremented automatically.

[0072] In order to streamline the assignment functions, an automated calendar function is implemented. Particularly, the administrator for the department may select two options from the Setup Menu in order to determine their academic schedule and rotation blocks: 1) Number of Rotation Block (RB) per academic year which is either 12 or 13 block. That is, based on a 12-RB schedule the system will automatically calculate the start and end of each RB to correspond to the start and last day of each calendar month. The starting month of the 12-RB year will be based on the First Day of the Academic Year **107**, or, based on a 13-RB schedule the system will automatically calculate the start and end of each RB based on a 28-day cycle independent of the calendar month. The starting day of the 13-RB year will be based on the First Day of the Academic Year **107**; 2) a First Day of the Academic Year. The Department will select the month and date of the first day of the current academic year. This will represent the first working day for either the 12 or 13-RB schedule. From a Program Year Calendar option **106**, an on-line calendar representing the months of the current academic year is presented to the user (not shown). By specifying the required data in the Calendar Function **107**, the entire academic year's schedule can be seen at a glance. The start of each Rotation Block is highlighted in yellow and represents either a monthly or 28-day interval from the start of the academic date, depending upon whether the 12-RB or 13-RB year is implemented.

[0073] In the preferred embodiment, the setup provides an Auto Notification Function in order to notify users of overdue and incomplete evaluations, such as the tables **55** provided in the default main menu screens **60**,**70** of FIGS. **3**(*a*) and **3**(*b*), respectively. This notification function will automatically notify users of overdue evaluations and the department has the option **108** to turn-off this function from the Setup Menu **100**. The Auto Notification Function **108** particularly will periodically (e.g., daily) initiate automatic scanning of the assignments database **29** (FIG. **1**) for all pending and overdue evaluations and automatically send an e-mail reminder to each respective user. In an example embodiment, the notifications are sent for every seven days they are past due. For example, if an assignment was due Jan. 1, 2001 and remains pending, the system will send an e-mail notification on Jan. 8, 2001, Jan. 15, 2001, and Jan. 22, 2001 and so forth.

[0074] Thus, it should be understood that Evaluators know they have evaluations due in one of two ways: 1) by logging on to MYEVALUATIONS.COM® which automatically displays their evaluation assignments in an "Evaluations to be Complete" table **55** as illustrated in the Main menu screens **60**, **70** provided in the example user main menu screen of FIGS. **3**(*a*), **3**(*b*); or, 2) as will be described, they receive an e-mail with assignments due/overdue such as shown in the example e-mail notification **59** provided in FIG. **21**(*b*).

Design/Build Evaluation

[0075] From the main menu interface **70** of FIG. **3**(*b*), a user/administrator may build an evaluation by selecting the Evaluations option **75** which initiates presentation of a build evaluations interface **110** such as shown in the example interface of FIG. **7**. From this interface **110**, the user is provided with selection options to design an evaluation **112** that is customizable to individual organization; edit an evaluation **114**; edit/manage the database of on-line evaluations **118** including the ability to implement a comprehensive database of pre-written evaluation questions, ability to add custom questions, ability to choose answer choices, etc; and the ability to assign evaluations **116**.

[0076] The selection of the design an evaluation **112** option initiates the generation of a web-based interface **120** such as shown in FIG. **8**(*a*) that provides the first of a four (4) step process for building an on-line evaluation. The fully automated feature guide the user step-by-step for designing a customized on-line evaluation.

[0077] With respect to the example evaluations build interface **120** of FIG. **8**(*a*), which implements the evaluations build module **24** of FIG. **1**, process step are implemented for selecting the target audience **123**; selecting the subject audience **125**; specifying an evaluation title **126**; specifying the requirements for comments **127**; and, specifying whether the evaluation may be used as a voluntary evaluation, i.e., evaluation availability **129**. The process continues by selecting a 'Next' button to advance to the next step, or 'Cancel' to exit and return to the Evaluations menu **110**.

[0078] With respect to step **1**, the step of selecting an audience is to specify who will be the evaluator and may include, for example: residents, medical students, fellows, nurses or attendings. If a resident is an evaluator, he(s)he will answer questions about the evaluatee, who may be medical students, fellows, nurses or attendings, or all. The user/administrator selects the Resident target audience from the drop down menu to design an evaluation targeted to the resident audience. If the medical student is an evaluator, he(s)he will answer questions about the evaluatee, who may be residents, fellows, nurses or attendings, or all. The user/administrator selects the student target audience from the drop down menu to design an evaluation targeted to the resident audience. If a fellow is an evaluator, he(s)he will answer questions about the evaluatee, who may be resident, medical students, nurses or attendings, or all. The user/administrator selects the fellow target audience from the drop down menu to design an evaluation targeted to the resident audience. If a nurse is an evaluator, he(s)he will answer questions about the evaluatee, who may be residents, medical students, fellows or attendings, or all. The user/administrator selects the nurse target audience from the drop down menu to design an evaluation targeted to the resident audience. If an attending is an evaluator, he(s)he will answer questions about the evaluatee, who may be residents, medical students, fellows, or nurses, or all. The user/administrator selects the attending target audience from the drop down menu to design an evaluation targeted to the resident audience. The other option in this step is to select a unique title **126** for the evaluation that is being designed, e.g. "End-of-Rotation Evaluation" or "Resident Monthly Evaluation." Preferably, a generic title is used in order to use the same evaluation year-to-year so that data may then be used for trending and comparison reports. For example, unique titles may be used in order to differentiate evaluations that may be assigned in series. For example: "2001-2002 Monthly Resident Evaluation." Additionally, it is preferred that a unique title for evaluations and questions that change from period-to-period be used.

[0079] With respect to specification of whether comments are required **127**, this is to inform whether the evaluator is required to write comments in order to complete an evaluation. Each evaluation will have a comment box for the evaluator to write comments and the option to make comments mandatory is YES (default) or NO (optional). If Yes is specified, the evaluator will be required to enter comments when completing an evaluation. If the evaluator forgets to enter comments, they will be automatically prompted to write comments. If No is specified, the evaluator will not be required to enter comments. A comment box will be provided for optional comments.

[0080] With respect to whether the evaluation being designed may be used for voluntary evaluations **129**, the designer may choose to make evaluations available for voluntary submission. When a resident or attending logs onto MYEVALUATIONS.COM® he(s)he is presented with a list of assigned evaluations. In addition to assigning specific evaluations to residents and attendings (mandatory evaluations), evaluators have the option to complete voluntary evaluations. This is a valuable tool for evaluating specific individuals that were not assigned to an evaluator. For example, a Resident rotating through Infectious Diseases is assigned a mandatory end-of-rotation evaluation on each of his three ID attendings (mandatory evaluations). During the course of the month she spends a great deal of time rounding with the Chief of Pharmacy and now wants to evaluate him. Since there are no mandatory evaluation assigned to her to complete on the Chief of Pharmacy, she may choose to complete a voluntary evaluation. By choosing to complete a voluntary evaluation, the evaluator may select the Evaluation and Evaluator. Only evaluations that are marked as voluntary-YES (default) will be made available to evaluators completing voluntary evaluations. The administrator can change the status of an evaluation from Voluntary to Non-Voluntary at anytime (see section Edit Evaluations). If YES is selected, then the evaluation is to be included as part of the list of evaluations available to evaluators wanting to complete voluntary evaluations; if No, the evaluation will not be included as part of the list of evaluations available to evaluators wanting to complete voluntary evaluations. However the evaluation will be available for mandatory evaluations, when making assignments, as will be explained in greater detail herein.

[0081] As mentioned, for each evaluation created there is associated a set of questions and answer choice responses as shown in FIG. **1** databases **18***a,b*. The second step of designing an evaluation involves the step of selecting the answer choice types, which comprise a scale in one preferred embodiment, and selecting a respective category as illustrated in the example received web-based communications **130** of FIGS. **8**(*b*)(**1**)-**8**(*b*)(**5**). From each of these displays, selecting 'Next' will advance to the next (third) design step, and 'Back' to return to step one, or 'Cancel' to exit and return to the Evaluations menu.

[0082] As shown in FIGS. **8**(*b*)(**1**)-**8**(*b*)(**5**), with respect to selection of answer choice response types, interface **130** provides a drop-down menu from which a user may select the answer scale granularity. There are five major answer scales that may be selected from this menu including: a Scale **134** of 0-5 (0=lowest and 5=highest) as shown in FIG. **8**(*b*)(**1**); a Scale **140** of 0-10 (0=lowest and 10=highest) as shown in FIG. **8**(*b*)(**2**); a Scale **150** of 0-9 (0=lowest and 9=highest) as shown in FIG. **8**(*b*)(**3**); a Scale **160** of A-F (F=lowest and A+=highest) as shown in FIG. **8**(*b*)(**4**); and, a Scale of Yes/No (Yes=9 and No=1) as shown in FIG. **8**(*b*)(**5**). A user may choose the respective category by pressing the button next to the category name.

[0083] With respect to selection of the Scale **134** of 0-5 in FIG. **8**(*b*)(**1**), there are six answer choice categories under this scale. These represent the actual answer choices an evaluator will see when completing an evaluation. A user will only have one answer choice type per evaluation. The user/administrator chooses the desired category by pressing the button next to

the category name. Categories in the 0-5 scale include: a Numbers Only category **135**, i.e., numbers without descriptors; a Partial Category **136**, i.e., numbers with descriptions for numbers 1, 3 and 5; a Traditional Answer Category **131**, i.e., numbers with traditional descriptors; a Conservative Category **136**, i.e., numbers with conservative descriptors; an Answer Category **139**, i.e., numbers with conformity descriptors; and, a Casual Category **132**, i.e., numbers with casual descriptors.

[0084] With respect to selection of the Scale **140** of 0-10 in FIG. **8**(*b*)(**2**), there are three answer choice categories under this scale that are the actual answer choices an evaluator will see when completing an evaluation. A user can only have one answer choice type per evaluation. The user/administrator chooses the desired category by pressing the button next to the category name. Categories in the 0-10 scale include: the Numbers Only category (without descriptors) **142**; a Partial Category **144**, e.g., having numbers with descriptions for numbers 1, 5 and 10; and a Traditional Answer Category **146**, e.g., numbers with traditional descriptions for numbers 1, 5 and 10.

[0085] With respect to selection of the Scale **150** of 0-9 in FIG. **8**(*b*)(**3**), there are eight answer choice categories under this scale, including the 9-point Sliding Scale answer choices for the two-part questions (as used by the American Board of Internal Medicine (ABIM)). Preferably, there are nine answer choice categories under this scale, including the 9-point Sliding Scale answer choices for the 2, 3, and 4-parted questions (as used by the ABIM). These are the actual answer choices an evaluator will see when completing an evaluation. A user will only have one answer choice type per evaluation by choosing the desired category by pressing the button next to the category name. The principal advantage of the nine-point scale over shorter scales are the additional levels of discrimination it provides. Thus, scales that include more rating steps tend to produce more reliable ratings. When using the 9-point rating scale, a rating of 4 is defined as "marginal" and should convey a message that remediation is necessary. A clearly satisfactory resident should receive a rating of "5". Categories in the 0-9 scale **150** include: a Numbers Only **151**, i.e., numbers without descriptors; a Partial Category Standard **154**, i.e., numbers with descriptions for numbers 1, 4, 5 and 7; a Partial Category Modified **157**, i.e., numbers with descriptions for numbers 1, 5 and 9; a Partial Category Shifted **152**, i.e., numbers with descriptions for numbers 2, 5 and 8; a Partial-Complete Categories **155**, i.e., numbers with descriptions for numbers 2, 4, 5, 6 and 8; a Complete Categories **158**, i.e., : numbers with descriptions for all numbers; Categories Only **153**, i.e., descriptions only without numbers; a Rating Categories **156**, i.e., descriptions with ratings so that 5 conveys "Expected level of performance" rather than "Satisfactory"; and, Sliding Scale **159**, i.e., numbers with descriptions for numbers 2, 4, 5 and 8. Select the Sliding Scale answer category in order to design a two-tiered evaluation (as used on the ABIM Resident Evaluations). This answer choice is only available when designing an evaluation for the Attending audience.

[0086] With respect to selection of A-F scale **160** in FIG. **8**(*b*)(**4**), there are three answer choice categories under this scale that are the actual answer choices an evaluator will see when completing an evaluation. Categories in the A-F scale **160** include: a Letters Only category **162**, e.g., numbers with letters, a Partial Categories **164** with numbers and letters with descriptions for numbers, e.g., 2/D, 5/B and 9/A+; and, Complete Categories **166**, e.g., numbers and letters with traditional descriptions for all numbers The remaining Yes/No scale **170** in FIG. **8**(*b*)(**5**) includes a Yes/No category **175**, for example.

[0087] The third step of designing an evaluation involves the step of selecting the questions to include in the evaluation for storage in questions database **18**(a) in FIG. **1**. This step is illustrated in the example web-based communication **180** of FIG. **8**(*c*). As shown in FIG. **8**(*c*), a user may preferably scroll through a list of questions **182** and mark each question to include in the evaluation with a check mark in box **187**; then select 'Next' to advance to the next step, or 'Back' to return to Step two, or 'Cancel' to exit and return to the Evaluations menu. Questions are categorized into competencies _____, which are sorted alphabetically. More particularly the user will be presented with a unique set of questions, depending on the audience being targeted. Questions are specific to the selected audience. A user may additionally write his/her own questions or select the default questions already stored in the database. For example, when designing evaluations for the Resident audience (residents evaluating residents (peer-to-peer audience)) the user may be presented with a general list of competencies. Each competency will have its own set of questions **183**. When designing evaluations for the Attending audience (attendings evaluating residents) the user may be presented with two sets of competencies: a set of Core Competencies **185** with six unique sub-categories of competencies; and, a set of Secondary Competencies **186** with multiple sub-categories of competencies. To use two-tiered questions (as used in standard ABIM resident evaluations) the user first selects the "0-9 Sliding Scale" listed in FIG. **8**(*b*)(**3**). Two-tiered questions are designed with a negative statement on the left and a positive statement on the right. All these questions use a 9-point sliding scale as defined herein.

[0088] The fourth step of designing an evaluation involves the step of viewing and confirming the evaluation as it will appear when published (i.e., available to residents and attendings) and, is the last step before completing the customized evaluation. The user will then by presented with a 'Finish' option (not shown) to confirm the evaluation, or a 'Back' option to return to Step 3, or 'Cancel' to exit and return to the Evaluations menu.

[0089] Even though selecting 'Finish' ends the evaluations design stage, it is understood that changes may still be made to the evaluation. Once the 'Finish' option is selected, the custom evaluation is placed into a storage Evaluation Library **18***d* in evaluations database **18***c* (as shown in FIG. **1**). All stored evaluations may be subsequently accessed by the user by selecting the 'Edit Evaluations' menu option as will be described in greater detail herein. It is noted that a 'published' evaluation cannot be edited, however it can deleted and/or retired from circulation. In order to make an evaluation available to residents and attendings, the user must "Publish" the evaluation. To publish an evaluation, the user enters the 'Edit Evaluations' menu as will be explained with respect to the interface **190** shown in FIG. **8**(*d*). From this interface, the user may select the 'Publish' option associated with the desired evaluation. The user will then be prompted with a confirmation screen (not shown) in order to confirm readiness to publish the evaluation.

Edit Evaluation

[0090] Returning to the Evaluations Build interface **110** of FIG. **7**, the user may select an option **114** to edit evaluations.

In response to selecting option **114**, the user is presented with a downloaded web-based interface **190** for viewing, editing or deleting an existing evaluation **199**.

[0091] Particularly, in view of FIG. **8**(*d*), there is presented the contents of the exiting library of evaluations enabling the user/administrator to view, edit, delete, and publish existing evaluations. A user may also change the status of a voluntary evaluation to non-voluntary. The Edit Evaluations option is presented as a table **191** that includes a listing of the existing library of evaluations for the client to view, edit, delete, and publish. The headings of table **191** include the Name of the Evaluation **192**, i.e., the name of the evaluation as it was typed by the administrative user in the first evaluation design step. The name of an evaluation can be Edited until the evaluation is published. Once an evaluation is published the name cannot be changed; the Target Audience **193**, i.e., referring to the evaluator or the person completing the evaluation; the Status **194** indicating a particular evaluation as being "Published" and the respective date the evaluation was published, or a status of "Not Published". As mentioned, an evaluation must be published in order to make it available for general use. Once the evaluation has been published, this link appears as and the evaluation can no longer be edited. A user may still delete, view, or change voluntary status of a published evaluation; and, various Actions **195** such as view **196***a*, edit **196***c*, delete **196***e*, publish **196***d*, and, voluntary/non-voluntary **196***b*, each action's availability **196***b* being dependent upon the status of the evaluation. The 'View' link **196***a* to the right of the desired evaluation is provided to enable display or print of a template of how the evaluation will appear to the audience. The Edit link enables editing of an existing evaluation, e.g., by modifying the elements of the evaluation before it has been published. Once the evaluation has been published, this link is no longer available and appears as Edit **196***c*. The deletion of an exiting evaluation is performed by selecting the 'Delete' action **196***e* to the right of the selected evaluation. Once an evaluation is deleted, it can no longer be used for future evaluation assignments. The data from a deleted evaluation is preserved and can always be retrieved in a Report as will be hereinafter described in greater detail. Selection of the publish link **196***d* permanently publishes the evaluation for general use. Once the evaluation has been published, this link appears as and the evaluation can no longer be edited. One may still delete, view, or change voluntary status of a published evaluation. The Voluntary/Non-voluntary link **196***b* is a toggle option allowing a user to select the display of the evaluation to residents/attendings in order to complete a voluntary evaluation. The 'Non-voluntary' option will only display the evaluation when it is assigned to residents/attendings, for example.

Assign Evaluation

[0092] Returning to FIG. **7**, from the build evaluations interface **110** the user may select an option **116** to assign evaluations completely on-line. In response to selecting option **116**, the user is presented with a downloaded web-based interface **200** such as shown in FIG. **9**(*a*) providing evaluation assignment mode functionality **203** for scheduling the assignment of an evaluation to residents or attendings, for example. Preferably, in response to selection of the schedule evaluation assignments functionality **203**, an interface **208** is presented such as shown in FIG. **9**(*b*) which illustrates the types of assignment evaluations to residents including: residents of attendings **202**, peer-to-peer **204**, e.g., resident of resident or attending of attending; residents of program **206**; and, residents of medical students **209**. Referring back to FIG. **9**(*a*), the assignment scheduling process **203** enables assignment of evaluations to medical doctors, residents, nurses and fellows is preferably accomplished in a manner to provide **360** degree field of evaluations within the hospital environment, e.g., manually assigning evaluations to a group or to an individual, e.g., according to an individual's name, sub-specialty, or post-graduate year; assigning evaluations by a cycle, e.g., month, quarter, year, or a specific date or date range; monitoring pending evaluations and compliance; providing automatic e-mail notification of assignments; providing automatic e-mail reminders **207**, e.g., of incomplete evaluations; and ability to provide users log on ability to complete an ad-hoc evaluation.

[0093] In an example implementation, in response to selection of the scheduling evaluation assignment option **203**, a user may select the audience, e.g., a resident or attending. With respect to selection of Resident Assignments, the user's browser receives a web-based communication comprising an interface **210** as shown in FIG. **10** for effecting assignments of evaluations to residents. Likewise, selection of the Attending Assignments option will initiate a web-based download of an interface (not shown) for effecting assignment of evaluations to attendings. From the example interface **210** depicted in FIG. **10**, functions are executed for specifying the assignment of an evaluation to Residents, for example, who will be evaluating attending(s).

[0094] In a first step, as shown in the interface of FIG. **10**, a user first selects the category of evaluations **213**, i.e., selecting the type of evaluation that will be assigned to the evaluator. This will be one of four major categories of evaluations as will be described: 1) 360° Evaluations; 2) Peer-to-Peer Evaluations; 3) Non-Peer; and 4) Program.

[0095] The 360° Evaluations type basically permits the assignment of evaluations to all individuals involved in the global delivery of patient care and medical education. This will include the Resident, Attending, Fellow, Nurse, and Medical Student. In addition, this module will facilitate the assignment of Self-Evaluations for cross-comparison to peers, supervisors, and subordinates. Initially, the administrator must select the "Focus Audience" to determine the person(s) that is being evaluated by all other in the 360° circle. After the Focus Audience is selected, there is a multi-step process for assigning an 360° evaluation. An example provided herein with respect to FIG. **10** focuses on the Resident as the Focus Audience.

[0096] Specifically, in the first step **213**, the Evaluation Period and Rotation Name is selected via drop down menu **215**. Then, in a second step, the user selects the date range to assign evaluations, e.g., either by selecting a range of dates based on the program's rotation blocks (RB) **217**, or, may manually specify a start and end date in entry fields **219**. In addition, the user may enter in an entry field, the name of rotation under consideration. In a third step **220**, the user may select Residents who will be the Focus Audience, i.e., who complete the evaluation. Preferably, the residents may be selected by name or by post-graduate year (PGY). The selected individuals will be the focus of all assigned evaluations.

[0097] Specifically, in view of FIG. **10**, the "Available Residents" list **222** includes the names all residents currently available through MYEVALUATIONS.COM for the particular hospital/department. Names may be added or deleted from

by returning to the "Main Menu" and selecting the option "Manage User Profiles" as described herein. It should be noted that Residents who are included in the "Manage User Profiles" list, but who have completed their PGY term, will not appear in this list. Further, an "Available PGYs" list **224** is displayed to include all post-graduate years (PGYs) available to the Department (e.g. Internal Medicine will have PGY-**1** through PGY-**3**). This option thus enables the selection of a group of residents from the desired PGY. To select this option, the user selects the radio button next to "Available PGYs" and select as many PGYs as needed. As further shown in FIG. **10**, Add **225***a*, remove **225***b*, Add All **225***c* and Remove All **225***d* selection blocks are provided to enable the respective moving of the selected name(s) or PGYs from the Available box to the "Selected Residents" box **226**, the move of the selection(s) from the "Selected Residents" box to the Available box, the addition of all the names or PGYs from the Available box to the "Selected Residents" box, or the deletion of all the names from the Available box to the "Selected Residents" box.

[0098] In a fourth step **230**, the Attending(s) who is/are subject of the evaluation are selected by name or by specialty. Thus, an "Available Attendings " list **232** may be displayed which provides the names all attendings currently available through MYEVALUATIONS.COM. Addition or deletion of names from this list may be performed via the "Manage User Profiles" option of the "Main Menu" (FIG. **4**). This option may be used to select a group of attendings according to name. A further "Available Specialties" list **234** is also presented which provides the names all specialties currently available to the department. This option may be used to select a group of attendings from the desired Specialty by marking a radio button next to "Available Specialties" and selecting as many specialties as needed. As in the selection of Available Residents, Add **235***a*, remove **235***b*, Add All **235***c* and Remove All **235***d* function blocks are provided to enable the respective selection or removal of the selected Attending(s)/specialties name(s) to the "Selected Attendings" box **236**.

[0099] In a fifth step **240**, the option is provided for enabling an evaluation to be assigned in the other direction, e.g., attendings to evaluate residents. This may be accomplished in the manner specified in accordance with the functions provided in steps **3** and **4**. However, in this instance, attendings who will be the evaluators are selected, and residents to be evaluated, are selected. The particular evaluation may be selected via the drop down menu **242** in FIG. **10**.

[0100] It is understood that Nurses may complete this evaluation and may be selected by name or by specialty. The selected individuals will complete evaluations on resident/s specified in the second step of FIG. **10**. An "Available Nurses" list (not shown) may be displayed which provides the names all the nurses currently available through MYEVALUATIONS.COM with addition/deletion of names provided via the "Manage User Profiles" option from the main menu. Additionally, the same features of step three for Attendings may be applied to select the Fellow/s by name or by specialty. The selected individuals will complete evaluations on resident/s specified in the second step. Similarly, the same features of step three for Attendings may be applied to select the Medical students who will complete this evaluation on resident/s specified in step two, for example.

[0101] The Peer-to-Peer category focuses on assigning evaluations from the target audience to others in the same target audience group, for example, residents evaluating other residents. This comprises a 5-step process for assigning an evaluation to an individual or group of resident(s). A first step comprises selecting the evaluation to be used by the resident (s) to evaluate other resident(s). In a second step, the date range to assign evaluations is selected, as step **2** of FIG. **10**. That is, a range of dates based on the program's rotation blocks (RB) may be selected, or manual start and end dates may be specified. In a third step the resident(s) who will be assigned the evaluation are selected by name or by post-graduate year (PGY). The selected individuals is taken from the "Available Residents" list which has the names all residents currently available through MYEVALUATIONS.COM. It is understood that Residents who are included in the "Manage User Profiles" list, but who have completed their PGY term, may not appear in this list. An "Available PGYs" list is provided to include all post-graduate years (PGYs) available to the Department (e.g. Internal Medicine will have PGY-**1** through PGY-**3**) and selection of a group of residents from the desired PGY may be alternately performed. In a fourth step, the Resident(s) to be evaluated are selected by name or by post-graduate year (PGY). The selected individuals will be evaluated by the resident(s) specified in the third step.

[0102] The Non-Peer category focuses on including any target audience evaluating another (different) target audience. For example, Residents evaluating Attendings. This also may comprise a 5-step process for assigning an evaluation to an individual or group of resident(s). A first step involves Selecting a Resident Evaluation to be used by the resident(s) to evaluate the attending(s). A step two involves selecting an evaluation period, e.g., a date range to assign evaluations which may comprise a range of dates based on the program's rotation blocks (RB), or specify manual start and end dates. A third step involves selecting those Residents, for example, who will complete this evaluation, e.g., selected according to name or by post-graduate year (PGY). The selected individuals will be assigned the evaluation and may be selected from the "Available Residents" list or the "Available PGYs" list. The next step involves selecting those attending(s) who are to be evaluated, e.g., either by name or by specialty. The selected individuals will be evaluated by the resident(s) specified in Step three either through the "Available Attendings" list or the "Available Specialties" list as described herein. An optional timesaving step for assigning the above Resident(s) for evaluation by the above Attending(s) using a specified evaluation may additionally be performed, if selected, or otherwise, only the Resident(s) will be evaluating Attending(s).

[0103] The Program category focuses on the assignment of the target audience to evaluations unrelated to another target audience, e.g., residents evaluating the cafeteria. Thus, in a first step, the evaluation to be used by the resident(s) to evaluate the Program is selected. Then, the date range to assign evaluations based on the program's rotation blocks (RB), or manual start and end dates is specified. Thirdly, the Residents who will complete this evaluation are selected in the manner as described herein (e.g., by name or by post-graduate year (PGY)).

[0104] In sum, from the exemplary interface **210** of FIG. **10**, once the category has been selected and the various steps followed, the administrator may then press Submit **245** in order to schedule and assignment. By pressing the Submit button located at the bottom of each submission page (FIG. **10**), the system instantly and automatically send an e-mail notification of a new assignment to each person selected in the target audience field.

[0105] Referring back to FIG. **9**(*a*), in a further example implementation, selection of the Manage Evaluation Assignments option **205** from the Evaluation Assignments menu **200** provided in FIG. **9**(*a*) will result in the web-based download of an interface **250** shown in FIG. **11** for enabling the Management of previously assigned evaluations. Specifically, as shown in FIG. **11**, functionality is provided from this screen, to enable users to sort through the list of assignments and delete previous assignments, or, to enable users to delete an individual or a group of assignments. As shown in FIG. **11**, an evaluation assignment may be selected by the name of assignee, date assigned, or by the name of the person having made the assignment. The administrator is presented with a table of assignments **251** listing all evaluation assignments **252** sorted from top to bottom by order of submission date. A user/administrator may select a name from a "Look-up by Name" option **254** in order to find the name of a current user and display all evaluations assigned to and pending on the selected person. Otherwise, the "Select an Administrator" option **255** may be used in order to find all evaluations assigned by a specific administrator. In all instances the administrator is given the option to Edit or Delete a specific assignment from the table. Deleting an assignment will completely remove it from the database of assignments pending.

[0106] Returning to the Evaluations Build interface **100** of FIG. **7**, the user may select an option **118** to manage the questions database **18***a* of FIG. **1** which initiates the downloading of a Manage Evaluations Questions interface **260** as shown in FIG. **12**. Specifically, FIG. **12** illustrates the mechanism for Adding **261**, Deleting **263** or retiring **266** questions to and from the library of on-line evaluation questions. Questions are identified by question Ids **269** in a table **268** and categorized by competencies for each target audience and category in the medical profession. For instance, as shown in FIG. **12**, the user will first select a category from the pull-down menu **262** of questions categories, i.e. competencies. The competencies include, but are not limited to: Core Competencies including those relating to Patient Care; Medical Knowledge; Interpersonal and Communication Skills; Professionalism; Practice-Based Learning And Improvement; and, Systems-Based Practice; and, secondary Competencies including those relating to: Availability; Clinical Judgment; Clinical Skills; Enthusiasm and Responsiveness; Humanistic Qualities; Medical Care; Moral and Ethical Behavior; Personality; Responsibility; and, Teaching Skills. It should be understood that the question types may be directed to any of the target audiences including Residents, Attendings, Medical Students, Fellows, and Nurses covering any of the evaluation categories, e.g., Peer-to-Peer, Non-Peer, Program, etc. In the preferred embodiment, each new department/client is setup with a default set of evaluation questions for their question database. As further shown in FIG. **12**, the user may select the Add Question option **265** which initiates download of a web-based display an example display **270** which is shown in FIG. **13** including entry fields for enabling the addition of one or more questions **272** and associated question IDs **269** pertaining to a selected question category **275**, i.e., core or secondary competency.

Report Generation

[0107] From the main menu interface **60**,**70** of FIGS. **3**(*a*) and **3**(*b*), a user/administrator may initiate the complete on-line/web-based generation of a report based on the data collected via the online evaluations by selecting the Reports option **65** which initiates presentation of a Reports Selection interface **300** such as shown in FIG. **14**. As part of this functionality, implemented by the reports generation module **27** of FIG. **1**, a user may generate clear, concise, and comprehensive on-line reports from the data collected and, additionally, facilitate tracking of medical doctor, resident, nurse and fellow completion of evaluations. In collecting data from evaluations, the on-line reporting feature is an important and indispensable feature. Each group evaluated will have a unique set of evaluation reports.

[0108] From the interface **300** of FIG. **14** there are provided report lists **304***a*, **304***b* for residents and attendings, respectively. All reports for Residents, Medical Students, Fellows and Nurses will have the same format. In describing each report, the appropriate group is substituted in each description. Some of the reports that may be generated on-line for residents include: 1) Individual Resident Evaluations **310**; 2) Summary of Group/Resident Evaluations **320**; 3) Summary Peer-to-Peer Evaluations **330**; 4) Summary Program Evaluations **340**; 5) Trending of Resident Performance **350**; 6) Summary of Resident's Core Competencies **360**; 7) Overdue Evaluations **370**; 8) Completion Status **380**; 9) Class Rank **390**; and 10) Early Warning Reports **400** and Resident Comments **410**.

[0109] When selected, the Individual Resident Evaluations report **310** initiates functionality for generating a detailed report on an individual's evaluation performance. An example Individual Resident Evaluations report **312** is shown in FIG. **15**(*b*) wherein each evaluation is listed separately, including a table **313** providing the questions, scores and comments. Each score is compared to the person's peers in the same group (Group score, e.g., PGY or Specialty) and also to all (Total score). When attendings are the evaluator there will be an additional column listing the Attending's average score for the specific and the selected date range. The last page of the report may include a statistical analysis summarizing the "n" value, mean, median, variance, high and low (not shown). To provide this functionality, a web-based communication such as the Individual Resident Evaluations report interface **314** shown in FIG. **15**(*a*) is provided. As shown in FIG. **15**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **311** for the entry of a start and end date range; 2) pull-down menu **316** for the selection of a Resident, e.g., by choosing a name from the list of all residents; 3) pull-down menu **317** for the selection of an Evaluation, e.g., by choosing one evaluation from the list of all evaluations; and 4) selecting the type of Evaluation including a radio button option **318***a*, for selecting "All Results" (default) to include all the reported data for the selected resident including results from evaluations completed voluntarily and those assigned by the Program, for example; and a radio button option **318***b* for selecting an "Assigned Results" to include only data from assigned evaluations. This option excludes results from evaluations completed voluntarily.

[0110] When selected from FIG. **14**, the Summary of Group/Resident Evaluations report **320** initiates functionality for generating a detailed summary attending evaluation report on an individual or group of selected residents. An example Summary of Group/Resident Evaluations report **321** is shown in FIG. **16**(*b*) wherein each evaluation is listed separately, including a table **322** which includes summary data on each selected resident, in reference to each evaluation question. The results are compared to the residents' peers in the same PGY (Group score) and to all residents (Total score) includ-

ing a last page (not shown) which includes the statistical analysis, summarizing the n value, mean, median, variance, high and low values. To provide this functionality, a web-based communication such as the Summary of Group/Resident Evaluations report interface **323** shown in FIG. **16**(*a*) is provided. As shown in FIG. **16**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **234** enabling the entry of a start and end date range; 2) a mechanism **325** for selecting residents to review including Add, Add All, Remove, Remove All functionality for choosing residents as described herein, particularly by selection of a name, for example, from the list of Available Residents or selecting residents based on PGY level, by pointing and clicking on a desired name(s) or PGYs and then selecting "Add>>" button to select the name(s); or, selecting all residents names from the list of Available Residents by clicking the "Add All>>" to select all the names. Further functionality for removing some or all of the selected residents names is provided; 3) a pull-down menu **327** for enabling the selection of an Evaluation, e.g., by choosing one evaluation from the list of all evaluations; and 4) selecting the type of Evaluation including a radio button option **328***a,* for selecting "All Results" (default) to include all the reported data for the selected resident including results from evaluations completed voluntarily and those assigned by the Program, for example; and a radio button option **328***b* for selecting an "Assigned Results" to include on data from assigned evaluations. This option excludes results from evaluations completed voluntarily.

[0111] When selected from FIG. **14**, the Summary Peer-to-Peer Evaluations report **330** initiates functionality for generating a detailed summary attending evaluation report on an individual or selected residents (e.g., by PGY). An example Summary Peer-to-Peer Evaluations report **331** is shown in FIG. **17**(*b*) which includes summary data **332** on each selected resident, in reference to one or more evaluation questions. The results are compared to the residents' peers in the same PGY (Group score) and to all residents (Total score). Also included is a summary of anonymous comments written by peers on the selected residents. Comments are reported anonymously without reference to author, date, time or rotation. The last page of the report includes a statistical analysis summarizing the "n" value, mean, median, variance, high and low values. To provide this functionality, a web-based communication such as the Summary Peer-to-Peer Evaluations report interface **333** shown in FIG. **17**(*a*) is provided. As shown in FIG. **17**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **334** enabling the entry of a start and end date range; 2) a mechanism **335** for selecting residents to review including Add, Add All, Remove, Remove All functionality for choosing residents as described herein, particularly by selection of a name, for example, from the list of Available Residents or selecting residents based on PGY level, by pointing and clicking on a desired name(s) or PGYs and then selecting "Add>>" button to select the name(s); or, selecting all residents names from the list of Available Residents by clicking the "Add All>>" to select all the names. Further functionality for removing some or all of the selected residents names is provided; 3) a pull-down menu **336** for enabling the selection of an Evaluation, e.g., by choosing one evaluation from the list of all evaluations; and 4) selecting the type of Evaluation including a radio button option **338***a,* for selecting "All Results" (default) to include all the reported data for the selected resident including results from evaluations completed voluntarily and those assigned by the Program, for example; and a radio button option **338***b* for selecting an "Assigned Results" to include on data from assigned evaluations. This option excludes results from evaluations completed voluntarily.

[0112] When selected from FIG. **14**, the Summary Program Evaluations report **340** initiates functionality for generating a detailed Summary Program evaluation report from the perspective of selected residents (e.g., by PGY). An example Summary Program evaluation report **341** is shown in FIG. **18**(*b*) which includes summary data **342** on selected PGY(s), in reference to each evaluation question. Also included is a summary of anonymous comments written by each resident. To provide this functionality, a web-based communication such as the Summary Program evaluation report interface **343** shown in FIG. **18**(*a*) is provided. As shown in FIG. **18**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **344** enabling the entry of a start and end date range; 2) a mechanism **345** for selecting a PGY by choosing "All PGYs" to include all residents; otherwise, choosing a specific PGY in order to restrict the search to one group (PGY); 3) a pull-down menu **346** for enabling the selection of an Evaluation, e.g., by choosing one evaluation from the list of all evaluations; and 4) selecting the type of Evaluation including a radio button option **347**, for selecting "All Results" (default) to include all the reported data for the selected resident including results from evaluations completed voluntarily and those assigned by the Program, for example; and a radio button option **348** for selecting an "Assigned Results" to include on data from assigned evaluations. This option excludes results from evaluations completed voluntarily.

[0113] When selected from FIG. **14**, the Trending of Resident Performance report **350** initiates functionality for generating a detailed trending report on an individual resident's performance over the course of time (e.g., 6 months to 5 years). Trending is limited to a single resident and a single evaluation. An example Trending of Resident Performance report **351** is shown in FIG. **19**(*b*) which charts an individual resident's performance **352** over the course of time. To provide this functionality, a web-based communication such as the Trending of Resident Performance evaluation report interface **353** shown in FIG. **19**(*a*) is provided. As shown in FIG. **19**(*a*), for generating this report, there are four selection criteria including: 1) a pull-down menu **354** for enabling the selection of a Resident chosen from a list of all residents; 2) a pull-down menu **355** for enabling the selection of a Evaluation chosen from a list of all evaluations; 3) a pull-down menu **356** for enabling the selection of a trend chosen from time periods such as 6-month, or 1-year or up to 5-years; and 4) selecting the type of Evaluation including the radio button options **357**, **358** such as described herein with respect to FIG. **17**(*a*).

[0114] When selected from FIG. **14**, the Summary of Resident's Core Competencies report **360** initiates functionality for generating a detailed summary report of an individual resident's performance in Core and Secondary competencies. To provide this report, a web-based communication such as the Summary of Resident's Core Competencies evaluation report interface **363** shown in FIG. **20** is provided. As shown in FIG. **20**, for generating this report, there are four selection criteria including: 1) entry fields **364** enabling the entry of a start and end date range; 2) a pull-down menu **365** for enabling the selection of a Resident chosen from a list of all residents; 3) a pull-down menu **366** for enabling the selection

of a Competency from a drop-down list **367** of competencies. This may include selection of "All Competencies" to generate data on all competencies reported on the selected resident including the percent performance in each competency followed by data comparisons to the Group (other residents in the same PGY) and the Total (all residents in the Program), or selection of an individual competency to generate detailed data on the selected competency, including a comparison to the Group and Total; and, 4) selecting the type of Evaluation including a radio button option **368***a*, for selecting "All Results" (default) to include all the reported data for the selected resident including results from evaluations completed voluntarily and those assigned by the Program, for example; and a radio button option **368***b* for selecting an "Assigned Results" to include on data from assigned evaluations. This option excludes results from evaluations completed voluntarily.

[0115] When selected from FIG. **14**, the Overdue Evaluations report **370** initiates functionality for generating a detailed report of all evaluations overdue. In the preferred embodiment, as shown in FIG. **21**(*a*), this report **372** is automatically generated and has no selection criteria. Particularly, the overdue evaluations reports provides an alphabetical list of each resident **373**, their pager number **374**, the names **375** and period **376** of each overdue evaluation **377**, and the total number of days overdue **378**. This report is specifically utilized to enable contact of each resident directly (e.g., by pager) in order to encourage the completion of overdue evaluations. FIG. **21**(*b*) illustrates an example e-mail communication **59** sent to an evaluator assigned an evaluation **379** currently due or overdue, depending upon its status. This status determination and automatic e-mail generation may be periodically performed in accordance with the executing overdue evaluation scan module **28** in FIG. **1**.

[0116] When selected from FIG. **14**, the Completion Status report **380** initiates functionality for generating a detailed summary report **381**, such as shown in FIG. **22**(*b*), providing data **382** indicating the total number of evaluations assigned, completed and pending for each resident, and for enabling a review of the Completion Status of an individual resident or all residents in the program To provide this functionality, a web-based communication such as the Completion Status report interface **383** shown in FIG. **22**(*a*) is provided. As shown in FIG. **22**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **384** enabling the entry of a start and end date range; 2) a mechanism **385** for selecting residents to review including Add, Add All, Remove, Remove All functionality for choosing residents as described herein, particularly by selection of a name, for example, from the list of Available Residents or selecting residents based on PGY level, by pointing and clicking on a desired name(s) or PGYs and then selecting "Add>>" button to select the name(s); or, selecting all residents names from the list of Available Residents by clicking the "Add All>>" to select all the names. Further functionality for removing some or all of the selected residents names is provided; and, 3) a pull-down menu **386** for enabling the selection of an Evaluation, e.g., by choosing one evaluation from the list of all evaluations

[0117] When selected from FIG. **14**, the Class Rank report **390** initiates functionality for generating a detailed summary report **391**, such as shown in FIG. **23**(*b*), providing data **392** pertaining to the ranking of residents by percent performance in a selected competency. Further options for enabling the choice to review ranking of a single competency across "All Evaluations", or to review a cross-comparative report of multiple competencies within a single evaluation, is provided. A cross-comparative report is a ranking of residents by a single competency within a single evaluation. This ranking is further enhanced by comparing data from other competencies, and listing it next to the ranking data. This facilitates the cross-comparison of performance in one competency with respect to other competencies (within the same evaluation). To provide this functionality, a web-based communication such as the Class Rank report interface **393** shown in FIG. **23**(*a*) is provided. As shown in FIG. **23**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **394** enabling the entry of a start and end date range; 2) a mechanism **395** for selecting available PGYs by enabling choice of a specific PGY in order to include all residents from a given class; 3) a pull-down menu **396** for enabling the selection of an Evaluation, e.g., by choosing an individual evaluation from the list of all evaluations, or choosing "All Evaluations". This option to enables review of ranking across all evaluation types, or review a cross-comparative report within a single evaluation. That is, to generate a cross-comparative report, the user must choose a specific evaluation in this step so that data will be automatically updated in the next step 4) to include competencies related to the specific evaluation; 4) a pull-down menu **397** for enabling the selection of a competency. Preferably, the competencies listed in this pull-down menu **397** will depend on the evaluation selection type from the previous step. That is, as maintained in the system databases (FIG. **1**), competencies are associated with a particular evaluation type/audience. For example, when "All Evaluations" is selected in the prior step 3), the user is presented with a list of competencies included in the chosen evaluation. When a specific evaluation is selected in the prior step 3) the user is presented with a list of competencies included in the chosen evaluation. A single competency is chosen for ranking residents. In the report, the first ranking column lists the chosen competency, followed by the percent performance in each subsequent competency (included in the chosen evaluation). Finally, in step 5), the type of Evaluation is selected from among the "All Results" (default) or "Assigned Results" options **398** as described herein.

[0118] When selected from FIG. **14**, the Early Warning report **400** initiates functionality for generating a detailed summary report **401**, as shown in FIG. **24**(*b*), of all residents' performance (e.g., score **402**) with respect to a minimum standard. For example, performance may be measured across all evaluations and may include "All Competencies" or a single competency. This report may be advantageously used to quickly uncover residents who may be performing below a minimum standard, and may need interventional support. To provide this functionality, a web-based communication such as the Early Warning report interface **403** shown in FIG. **24**(*a*) is provided. As shown in FIG. **24**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **404** enabling the selection of a specific PGY in order to restrict the search to one group or, "All PGYs" in order to include all residents; 2) a pull-down menu **406** for enabling the selection of a competency for basing a minimum performance standard. Preferably, there are two options: an "All Competencies" option for generating data on all competencies reported on the selected resident with the results reported in a summary format; or, a specific competency selected from all available competencies, wherein the results are cumulative

and only in reference to the selected evaluation; 3) a pull-down menu **407** for selecting a Minimum Standard for evaluating the residents' performance. The minimum standard is a percent value. Any resident performing less than the minimum will be included in the Early Warning Report; and, 4) the selection options **408** for the type of Evaluation including the "All Results" (default) option or "Assigned Results" option as described herein.

[0119] When selected from FIG. **14**, the Resident Comments report **410** initiates functionality for generating a detailed summary report **411**, as shown in FIG. **25**(*b*), of comments **412** written by attending physicians on selected residents, for example. Preferably, each attending comment includes the name and specialty of the authoring attending physician. To provide this functionality, a web-based communication such as the Resident Comments report interface **413** shown in FIG. **25**(*a*) is provided. As shown in FIG. **25**(*a*), for generating this report, there are four selection criteria including: 1) entry fields **414** enabling the selection of a start and end date range; 2) a mechanism **416** for selecting residents to review including Add, Add All, Remove, Remove All functionality for choosing residents as described herein, particularly by selection of a name, for example, from the list of Available Residents or selecting residents based on PGY level by pointing and clicking on a desired name(s) or PGYs; 3) the pull-down menu **417** for selecting an evaluation, e.g., by choosing either the "All Evaluations" or an individual evaluation. This option is used to review the comments written on a specific evaluation, or on all evaluations; and 4) button options **418** enabling the selection of the type of Evaluation from among the "All Results" (default) option or "Assigned Results" option as described herein.

[0120] It should be understood that the report generation module **27** (FIG. **1**) provided herein additionally is used to generate the following Attending Evaluation reports selectable from the menu list **304***b* of FIG. **14** including: Individual Attending Evaluations **420**; Summary of Attending Evaluations **425**; Summary Peer-to-Peer Evaluations **430**; Summary Program Evaluations **435**; Trending of Attending Performance **440**, Summary of Attending's Core Competencies **445**; Overdue Evaluations **450**; Completion Status **455**; Class Rank **460**; and, Attending Comments **465**. It is understood that these Attending reports are generated in a manner largely identical to the manner in which their counterpart Resident Evaluation reports are generated.

Procedure Tracking

[0121] Referring back to FIG. **3**(*b*), there is provided a "Procedures" option **64**, the selection of which initiates download of a web-based communication providing a Procedures Menu Interface such as shown in the example Procedures Menu Interface **500** of FIG. **26**. As shown in FIG. **26**, the web-based interface **500** provides each user with a submenu of options that facilitates the on-line collection of all data pertaining to procedures completed by residents and medical students. This functionality is performed by the procedure build and tracking execution threads **25** as shown in FIG. **1**. For a user/administrator, these selection options include an option **502** for submitting a new or completed procedure on-line; an option **504** for modifying submitted procedures; an option **506** for modifying the database of available procedure types and enabling design of a procedure; and, an option **508** for selecting a supervisor(s), i.e., identifying attendings qualified as supervisors.

Submit New Procedures

[0122] The person completing the procedure logs in to MYEVALUATIONS.COM® and selects a procedure to mark as completed. When selected from the Procedures Menu Interface **500** of FIG. **26**, the option **502** for submitting new procedures initiates downloading of a web-based communication providing the submit new procedure interface **510** such as the example interface provided in FIG. **27**. It is from this interface **510** of FIG. **27** that enables a user to add a new completed procedure on-line. Based on the Attending identified as qualified to certify procedures, the system presents the user with the names of persons qualified to certify the completed procedure. The user then completes all the details of the procedure by entering the information as specified in the entry fields provided via the interface **510**. Then the user submits the completed form via a secure Internet connection for storage in the procedures database **34**. Once submitted, the person selected as the certifying individual will receive a message in the MYEVALUATIONS.COM® mailbox, which message provides the certifier with the option to Accept or Reject the procedure completion form. If Accepted, the user receives credit for completing the procedure. More particularly, with reference to FIG. **27**, the user enters the following information: a Name field **512** for entering the name of the person performing the procedure. For users such as residents and medical students, the name field will display the First name and Last name. It is a fixed field based on the user login information. For users such as administrators, the name field comprises a drop-down menu option including the names of all residents and medical students with the name displayed as Last name, First name; a Select procedure field **514** which provides a pull-down menu **515** displaying procedure names available for certification. This field will only display procedures marked as "Included" in the procedure database. For a resident, after logging in, only procedures marked as "Yes" in an Inc-Residents field (not shown) will be displayed. When a medical student logs-in, only procedures marked as "Yes" in the Inc-Med_Stu field will be displayed. The Completed field **514** is provided to display the total number of completed procedures **514***a*, i.e., a count for the selected individual with reference to the selected procedure. A pending field **514***b* displays a number result of pending procedures, i.e., the number of required procedures minus the number of Completed procedures ((Required)-(Completed)); If the number of completed is greater than the number required, then this value will be set to zero. An option **516** is additionally provided via interface **510** that provides details about how to perform the selected procedure. The "Supervised by" field **517** displays the names of the Supervisors. Persons qualified to be supervisors include: Certified Residents and Attendings selected as supervisors. Certified Residents are residents who complete the number of procedures required to be certified and the Procedures Database will include a certification number for those certified residents maintained in the "Supervised by" field. For Attendings, a separate module for Attendings may be added or removed from this list; see "Select Supervisors". Further included is a Patient name entry field **519** which receives a plurality of character spaces for free-form entry of the patients name. An MR# text entry field **520** is additionally provided for receiving alpha-numeric characters for free-form entry of the patients medical record number. The date

completed field **524** is additionally provided which comprise drop-down fields for selecting the month, day and year, respectively. As further shown in the submit new procedure interface **510** of FIG. **27**, individual text fields **525***a*-**525***c* are provided for free-form entry of a patient's diagnosis. Furthermore, individual text fields **525***d*-**525***f* fields are provided for free-form entry of indications to do the procedure. Furthermore, Yes/No radio buttons **527** are provided for verifying whether consent was required to do the procedure. Further, a Complications Note field **528** is provided for free-form entry of any complication associated with the procedure. A Comments/Notes field **529** are additionally provided for free-form entry of any comments. After entry of each of the required fields, the user may then Submit the procedure information by selecting a displayed submit icon. This will function similarly to an evaluation submission and is stored in the procedures database **34** of FIG. **1**. The Supervising Resident or Attending will receive an assignment in the section Evaluation/Procedures to be Acknowledged. The supervisor then has the option to modify or, to Approve or Reject the completion of the procedure. Once Approved, the resident or medical student will receive credit for the procedure as completed. It should be understood that Evaluation questions are optionally included. From the "Select Procedure-Eval Questions" menu option the administrator may select standard evaluation questions that will be included in the procedure survey. It should be understood that users will have access to the following other Procedure Sub-Menu options: including an option (not shown) for viewing a detailed history of procedures; and, an option for viewing a Summary of completed reports.

[0123] When selected from FIG. **26**, the option **504** for modifying submitted procedures initiates functionality for generating a detailed summary, as shown in the example web-based communication **530** such as shown in FIG. **28**, providing a list of selected medical students/residents submitters **531**, their associated submitted procedures in column **532**, and the status of the procedures **533**. Any action that is required for the procedure may be edited by selecting an edit action **534** next to the selected procedure which returns the user/administrator to the submit new procedure screen (FIG. **27**) for modifying/editing the data entered.

[0124] It should be understood that functionality is provided for designing a procedure. That is, when selected from FIG. **26**, the option **506** for modifying submitted procedures initiates functionality for generating a detailed list of all procedures **552**, as shown in the example web-based communication **550** such as shown in FIG. **29**. For each procedure, certain criteria may be modified. For example, by user selection of the option required field **556***a* will initiate toggling of that particular procedure as being required/non-required. Likewise, user selection of the option resident field **556***b* will initiate toggling of that particular procedure as being required for a resident or not. Similarly, user selection of the option medical student field **556***c* will initiate toggling of that particular procedure as being required for a medical student or not. Further action **557** may be taken to edit that particular procedure, for example, changing the procedure's name, changing the minimum number of procedures required to be performed for graduation or the certification, or by changing that procedures requirement as being available to residents, medical students or, both. Further functionality **558** is provided to delete that particular procedure from the list of procedures **552**.

[0125] Further with respect to FIG. **29**, a button option **555** is provided for designing a procedure and adding it to the procedures database **34** of FIG. **1**. Selection of option **555** particularly initiates generation of a Design a Procedure screen display **560** such as the example display shown in FIG. **30**. From this display **560**, an administrator may perform the following functions: enter a new procedure's name in entry field **561**; entering the minimum number of procedures required to be performed for graduation **562** or the certification **563**, or radio button selection options **565** specifying whether the new procedure is to be available to residents, medical students or, both.

[0126] Referring back to FIG. **8**, there is provided the selection option **508** for selecting a supervisor(s), i.e., identifying attendings qualified as supervisors. FIG. **31** illustrates the example web-based communication providing an interface **570** for selecting an attending who is to supervise the procedure. As shown in FIG. **31**, functionality **572** is provided to enable selection of attendings to review including mechanisms for Adding, Adding All, Removing, and Removing All available attendings, as described herein, particularly by selection of a name, for example, from the list of Available Attendings and then selecting "Add>>" button to select the name(s); or, selecting all residents names from the list of Available Residents by clicking the "Add All>>" to select all the names. Further functionality for removing some or all of the selected attendings names is provided.

[0127] While the invention has been particularly shown and described with respect to illustrative and preformed embodiments thereof, it will be understood by those skilled in the art that the foregoing and other changes in form and details may be made therein without departing from the spirit and scope of the invention which should be limited only by the scope of the appended claims.

What is claimed is:

1. A program storage device readable by machine, the storage device comprising instructions executable by the machine to perform a method for evaluating individuals associated with an academic hospital, the method comprising the steps of:

providing a first database having a plurality of evaluation questions stored therein, each evaluation question being associated with at least one of a plurality of competency categories;

generating an evaluation of an evaluatee, the evaluation comprising a plurality of evaluation questions;

assigning the evaluation to an evaluator;

receiving an evaluation response from the evaluator, the evaluation response comprising a plurality of question responses, each question response corresponding to an evaluation question;

providing a second database, the evaluation response being stored therein;

generating a report based on the evaluation response stored in the second database;

wherein the report comprises a score assigned to each competency category based on the question responses associated with the competency category;

wherein the evaluatee and evaluator comprise individuals associated with the hospital.

2. The program storage device of claim **1**, wherein the second database comprises responses from a plurality evaluations.

3. The program storage device of claim 1, wherein the first database comprises the second database.

4. The program storage device of claim 1, further comprising the step of selecting at least one evaluator and at least one evaluatee.

5. The program storage device of claim 4,

wherein the first database includes a user profile information for each individual associated with the hospital, the user profile information including at least one of:

a name of the individual; and

a length of time the individual has been associated with at least one of: the hospital, a department, an assignment, and another individual; and

wherein assigning the evaluation to the evaluator is based on the user profile information of the evaluator and the evaluatee.

6. The program storage device of claim 1, wherein the evaluation questions include pre-generated evaluation questions and custom generated evaluation questions.

7. The program storage device of claim 1, wherein the competency categories comprise core competencies and secondary competencies.

8. The program storage device of claim 1, wherein each competency category comprises at least one competency sub-category; and wherein the report comprises a score assigned to each competency sub-category based on the question responses associated with the competency sub-category.

9. The program storage device of claim 1, further comprising the step of tracking whether the evaluation response associated with an assigned evaluation has been received, and wherein the report includes an indication of receipt or non-receipt of the evaluation response.

10. The program storage device of claim 9, wherein each evaluation comprises a due date; and wherein the indication of non-receipt includes: an indication of a number of days until the due date, or an indication of a number of days since the due date.

11. A system for evaluating individuals associated with an academic hospital, the system comprising:

a network accessible computing device comprising:

a first database having a plurality of evaluation questions stored therein, each evaluation question being associated with at least one of a plurality of competency categories, and

a second database;

an evaluation generation module, operable to generate an evaluation of an evaluatee, the evaluation comprising a plurality of evaluation questions;

an evaluation assignment module, operable to assign the evaluation to an evaluator;

an evaluation receiving module, operable to receive an evaluation response from the evaluator in response to the evaluation assignment, the evaluation response comprising a plurality of question responses, each question response corresponding to an evaluation question;

a report generation module, operable to generate a report based on the evaluation response;

wherein the second database is operable to store the evaluation response therein;

wherein the report comprises a score assigned to each competency category based on the question responses associated with the competency category;

wherein the evaluatee and evaluator comprise individuals associated with the hospital.

12. The system of claim 11, wherein the second database comprises responses from a plurality evaluations.

13. The system of claim 11, wherein the first database comprises the second database.

14. The system of claim 11, further comprising a selection module, operable to select at least one evaluator and at least one evaluatee from a plurality of individuals associated with the hospital.

15. The system of claim 14,

wherein the first database includes a user profile information for each individual associated with the hospital, the user profile information including at least one of:

a name of the individual; and

a length of time the individual has been associated with at least one of: the hospital, a department, an assignment, and another individual; and

wherein the assignment module assigns the evaluation to the evaluator based on the user profile information of the evaluator and the evaluatee.

16. The program storage device of claim 11, wherein the evaluation questions include pre-generated evaluation questions and custom generated evaluation questions.

17. The program storage device of claim 11, wherein the competency categories comprise core competencies and secondary competencies.

18. The program storage device of claim 11, wherein each competency category comprises at least one competency sub-category; and wherein the report comprises a score assigned to each competency sub-category based on the question responses associated with the competency sub-category.

19. The program storage device of claim 11, further comprising an evaluation tracking module, operable to track whether the evaluation response associated with an assigned evaluation has been received by the evaluation receiving module, and wherein the report includes an indication of receipt or non-receipt of the evaluation response.

20. The program storage device of claim 19, wherein each evaluation comprises a due date; and wherein the indication of non-receipt includes: an indication of a number of days until the due date, or an indication of a number of days since the due date.

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