



**SAU 20
AT AUA 26**
ANNUAL MEETING

MAY 14, 2026 - WASHINGTON DC

Engaging with ACGME to Improve Education and Professional Development

Misop Han, MD, MS

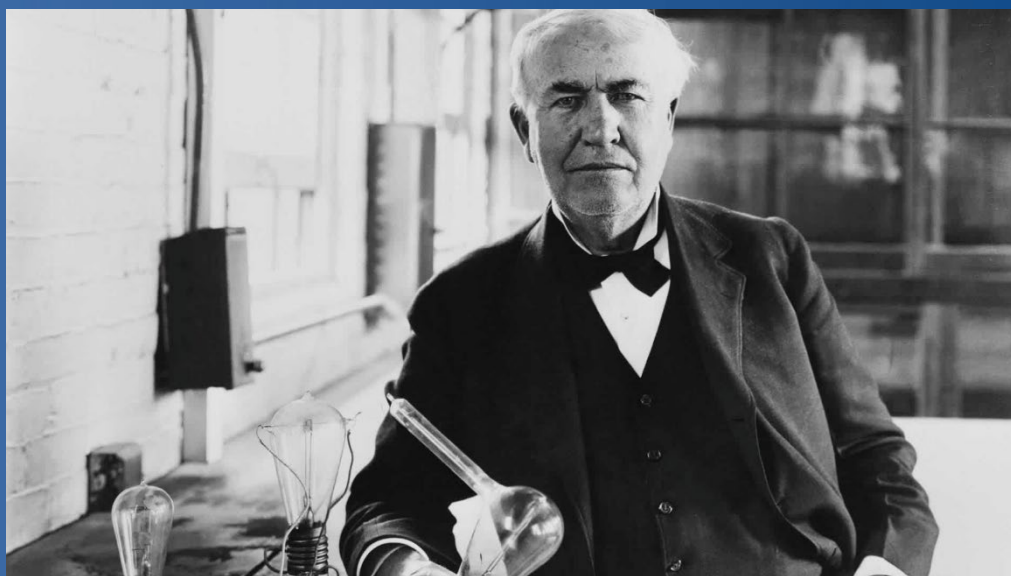
David Hall McConnell Professor of Urology and Oncology

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Disclosures

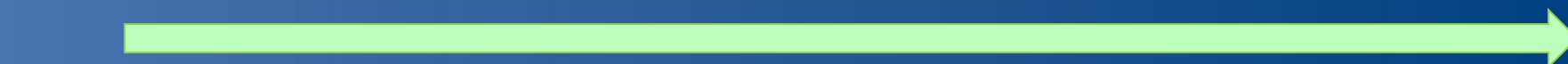
- None

“We often miss opportunity because it's dressed in overalls and looks like work.” - Thomas A. Edison



Timeline

Milestone



2012 2013 2017 2018 2019 2020 2021 2022 2023 2024 2025



Urology Residency PD



ACGME Urology RRC



Timeline



Stan Hamstra, PhD
Vice President,
Milestone Research and Evaluation
ACGME

Milestone



2012 2013

2017 2018 2019 2020 2021 2022 2023 2024 2025

Urology Residency PD



ACGME Urology RRC



Resident Evaluation to Physician Performance



- Milestones under 6 Core Competencies provide a framework by which residents, and eventually independent physicians, can be evaluated
- In 2013, ACGME began collecting Milestone ratings from all residency programs biannually (~160,000 residents/fellows)
- Number of Milestone ratings: ~ 15-35/specialty
- ~ 3 million data points in Milestones aggregated at ACGME every 6 months

Resident Evaluation to Physician Performance



- It was unclear whether resident evaluation measures such as the Milestone ratings can be used to predict the future success of physicians following residency.
- **PDs: “WHY ARE WE COLLECTING THESE MILESTONE RATINGS?”**
- **ACGME: Validity of Milestones Ratings, Data Security, Limited Research Resources**

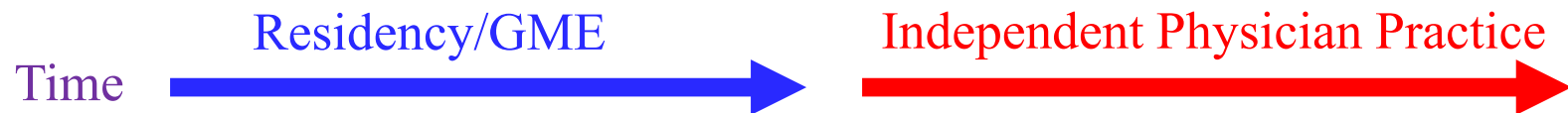
Resident Evaluation to Physician Performance



Milestones based on Core Competencies:

- Medical Knowledge
- Patient Care
- Professionalism
- Interpersonal & Communication
- Systems-based Practice
- Practice-based Learning/Improvement

Resident Evaluation to Physician Performance



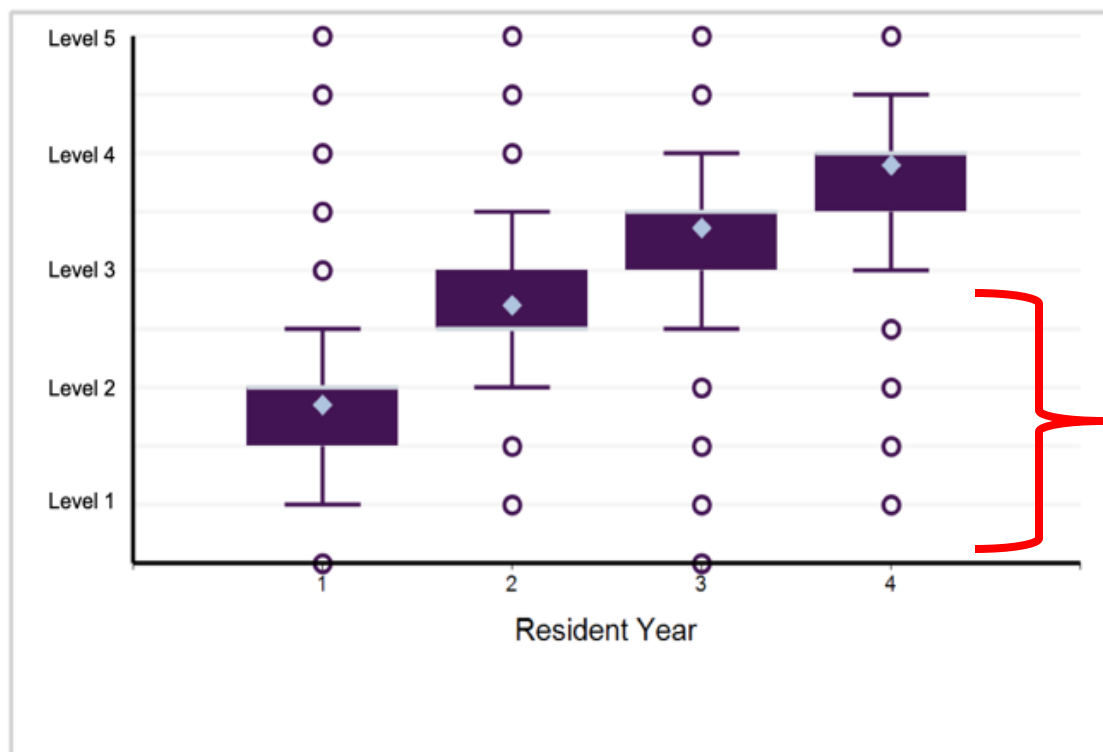
Milestones based on Core Competencies:

- Medical Knowledge
- Patient Care
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Specialty Board exam
(Francisco GE et al 2021,
Weaver L et al 2024)

What about Milestones based on other Core Competencies?

Example of Milestone ratings



Study 1. Milestones to Patient Complaints

Vanderbilt Center for Patient and Professional Advocacy

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Gerald B. Hickson, MD

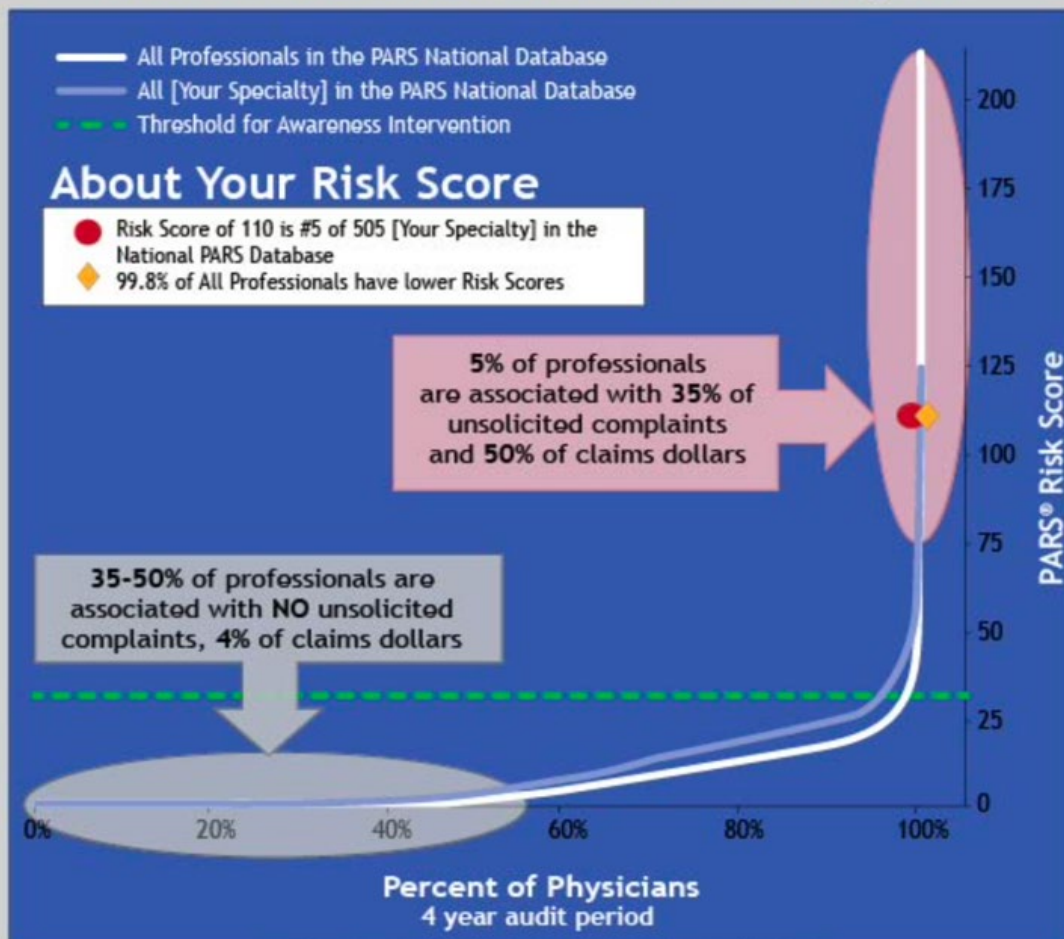


William O. Cooper, MD, MPH

Patient Advocacy Reporting System (PARS)

Study 1. Milestones to Patient Complaints

PARS National Data Sample



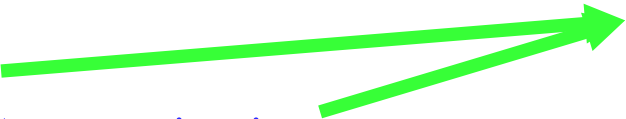
Used in more than
200 hospitals

Study 1. Milestones to Patient Complaints



Milestones based on Core Competencies:

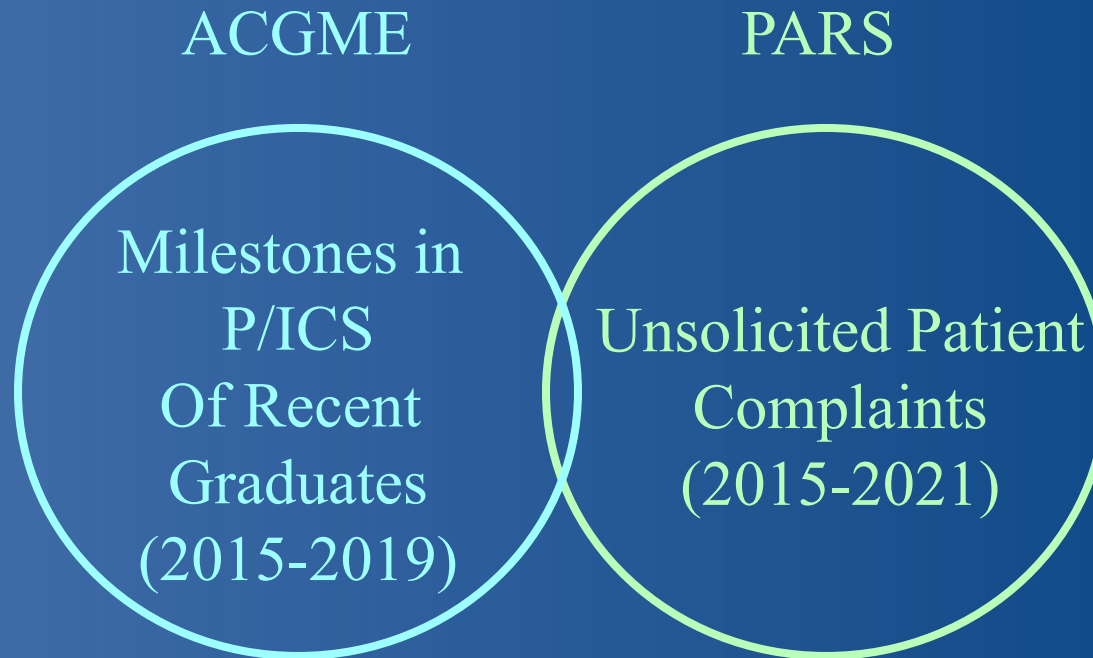
- Medical Knowledge
- Patient Care
- Professionalism
- Interpersonal & Communication
- Systems-based Practice
- Practice-based Learning/Improvement



Unsolicited Patient
Complaints

Two green arrows originate from the list of core competencies. One arrow starts from 'Professionalism' and the other from 'Interpersonal & Communication'. Both arrows point towards the text 'Unsolicited Patient Complaints'.

Study 1. Milestones to Patient Complaints



9,343 physicians linked by NPI, Name, Specialty

Study 1. Milestones to Patient Complaints

- Hypothesis: Residents with lower Milestones ratings in Professionalism/Interpersonal Communication Skills in their last year of GME have more unsolicited patient complaints in their early post-training independent medical practice.

P/ICS Milestones Ratings
Last Year in Residency

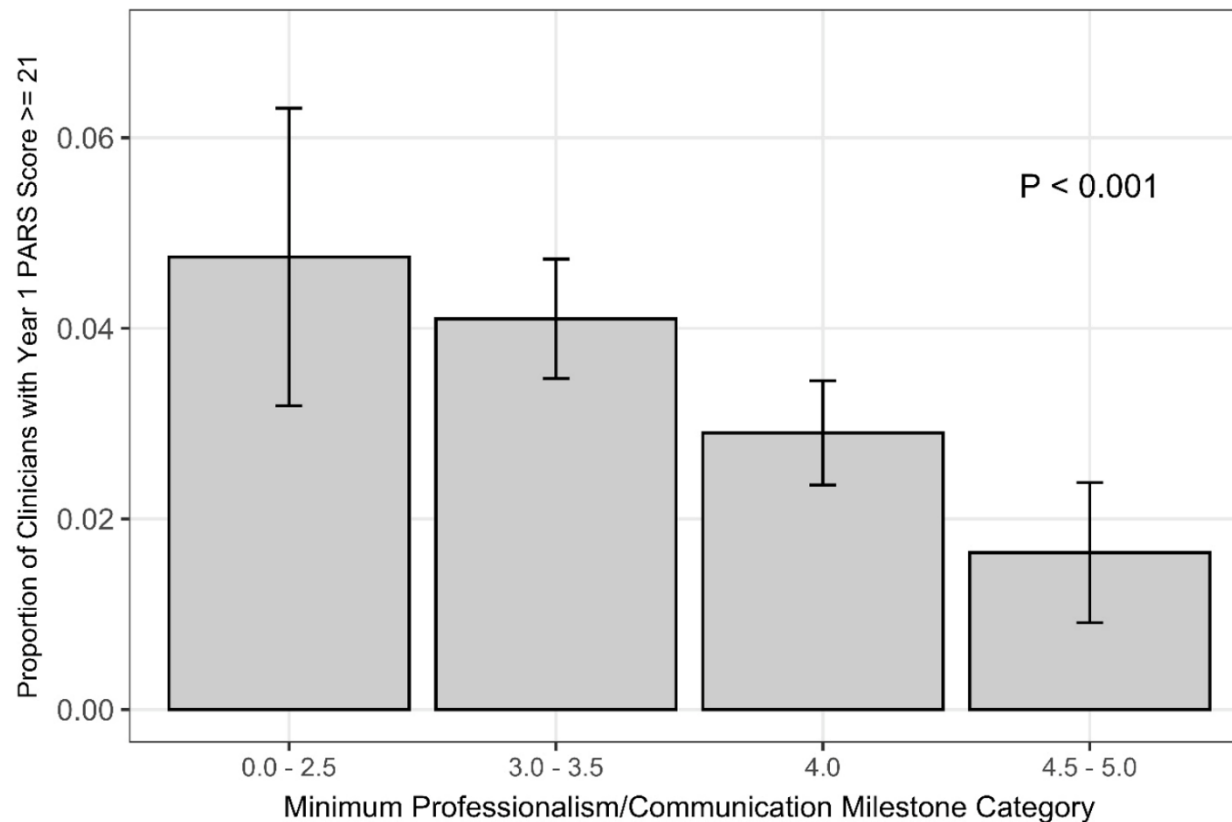


Unsolicited Patient Complaints
Early Independent Medical Practice



Study 1. Milestones to Patient Complaints

Figure 1 (Unadjusted Association): Proportion of Clinicians with Year 1 PARS Score ≥ 20 by Minimum P/ICS Milestone Category At the Last 6 Months of Residency Training



Study 1. Milestones to Patient Complaints



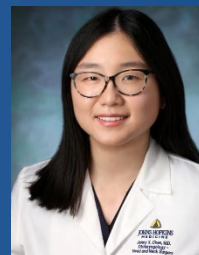
Original Investigation | Medical Education

Trainee Physician Milestone Ratings and Patient Complaints in Early Posttraining Practice

Misop Han, MD, MS; Stanley J. Hamstra, PhD; Sean O. Hogan, PhD; Eric Holmboe, MD; Kelly Harris, MD; Eric Wallen, MD; Gerald Hickson, MD; Kyla P. Terhune, MD, MBA; Donald W. Brady, MD; Bruce Trock, PhD; Kenji Yamazaki, PhD; Jessica L. Bienstock, MD, MPH; Henry J. Domenico, MS; William O. Cooper, MD, MPH

2023

Timeline



Jenny X. Chen, MD, MEd
Otolaryngology Fellow/Faculty

Milestone

2012 2013

2017 2018 2019 2020 2021 2022 2023 2024 2025

Study 2. Milestones to Patient Experience



Milestones based on Core Competencies:

- Medical Knowledge
- Patient Care
- Professionalism
- Interpersonal & Communication
- Systems-based Practice
- Practice-based Learning/Improvement



Patient Experience
Data

Two green arrows originate from the list of core competencies. One arrow starts from "Professionalism" and the other from "Interpersonal & Communication". Both arrows point towards the text "Patient Experience Data".

Study 2. Milestones to Patient Experience

- CG-CAHPS (Clinician and Group Consumer Assessment of Healthcare Providers and Systems)
 - 6 provider-specific questions
 - Provider explained in a way you understand
 - Provider showed respect for what you say
 - Provider spent enough time with you
 - Provider knew important info/medical history
 - Provider listened carefully to you
 - Overall provider rating
- Press Ganey: a healthcare performance improvement company that specializes in developing patient satisfaction surveys used in over 10,000 medical institutions across the United States

Study 2. Milestones to Patient Experience

- Hypothesis: Higher professionalism and interpersonal/communication skills Milestones ratings were significantly associated with better patient survey ratings of physician behavior and communication during the first year of independent practice.

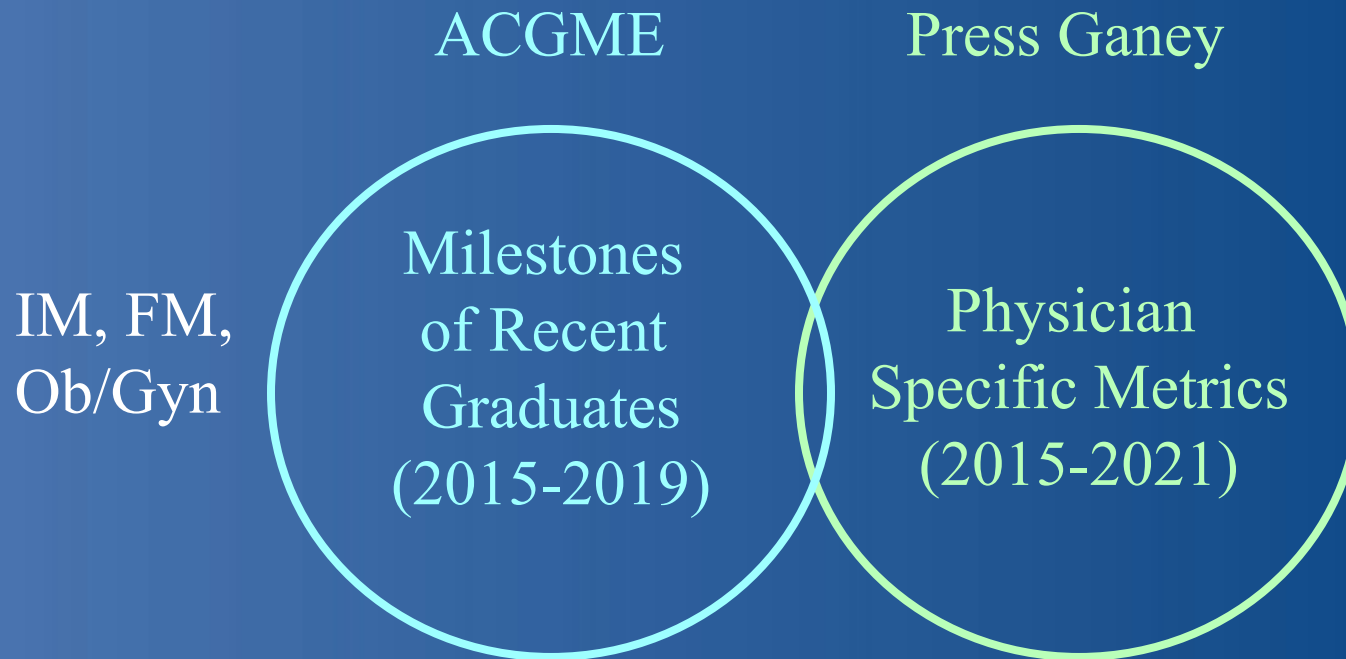
P/ICS Milestones Ratings
Last Year in Residency



Patient Survey Ratings of Physician
Early Independent Medical Practice



Study 2. Milestones to Patient Experience



Deirdre Mylod, PhD
SVP in Research
Press Ganey

1,375 physicians linked by NPI, Name, Specialty
with 30+ surveys in the first year of independent practice

Study 2. Milestones to Patient Experience

Results: Higher mean professionalism or ICS Milestones ratings were associated with higher scores across all CG-CAHPS questions pertaining to physician-related experiences as well as overall physician ratings in multivariable linear regression models.

Study 2. Milestones to Patient Experience



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Original Investigation | Medical Education



Trainee-Physician Milestones Ratings and Patient Experience Surveys in Early Unsupervised Practice

Jenny X. Chen, MD, EdM¹; Deirdre Mylod, PhD²; Yuezhou Jing, MS³; Madeleine Kerschner, MS²; Bruce Trock, PhD³; Steve Meth, JD, MS⁴; Kenji Yamazaki, PhD⁵; Sean O. Hogan, PhD⁵; Misop Han, MD, MS³

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Conclusion

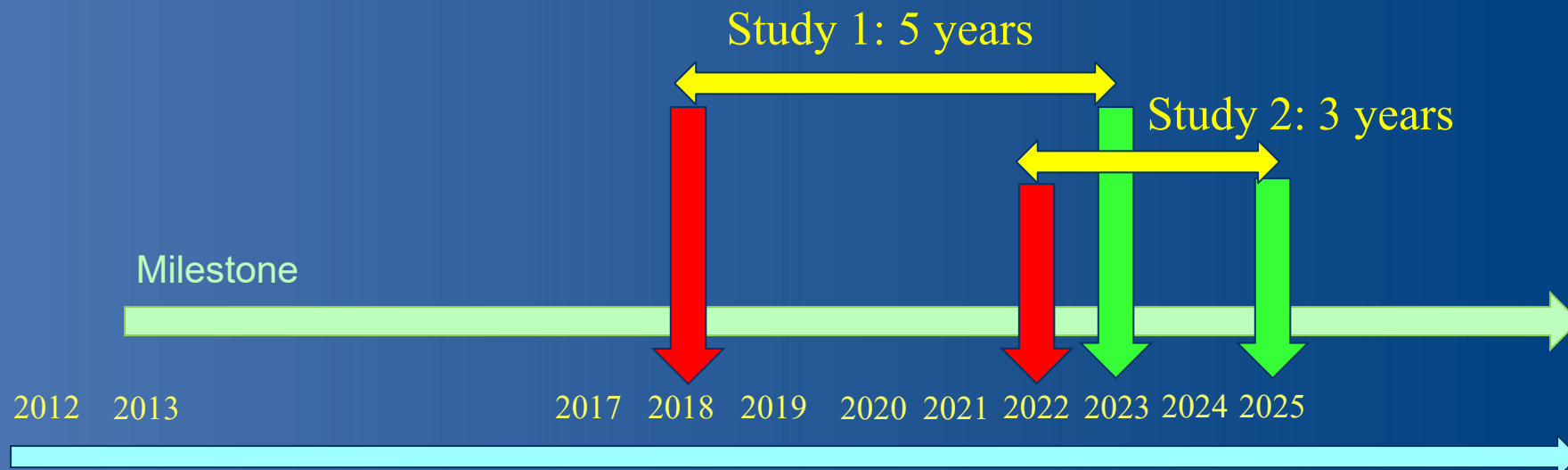
There is an association between Resident Milestones and Outcomes in Early Career Physicians.

“Persistence is very important. You should not give up unless you are forced to give up.”

– Elon Musk



Timeline



Resident Evaluation to Physician Performance



Many Thanks to my collaborators at

- **ACGME** (Eric Holmboe, Sean Hogan, Kenji Yamazaki, Stan Hamstra)
- **Johns Hopkins** (Bruce Trock, Yuezhou Jing, Gerard Anderson, Kelly Harris, Jessica Bienstock, Marisa Clifton, Steve Meth, Oscar Li, Paul O'Rourke, Jenny Chen)
- **Vanderbilt University** (William Cooper, Gerald Hickson, Kyla Terhune, Donald Brady, Henry Domenico)
- **Press Ganey** (Deirdre Mylod, Madeleine Kershner)
- **Medical University of South Carolina** (Eric Wallen)