

SCORE Update for ARCS

Mark Hickey

Chief Operating Officer

Surgical Council on Resident Education (SCORE)



Progress Report

April, 2015

Overview

- The SCORE Portal is a nonprofit initiative to provide residents and residency programs with high-quality educational materials and a structured program for self-learning in all areas of general surgery.
- SCORE was formed in 2006 by the principal organizations involved in U.S. surgical education: ABS, ACS, ASA, APDS, ASE, RRC of the ACGME and SAGES
- SCORE exists for, and is driven by, surgical residency programs
- We do not want to be known just as “the ABSITE prep site” but as a comprehensive educational resource supporting residents on their way to successful QE and CE.

SurgicalCORE - Windows Internet Explorer

http://surgicalcore.org/

File Edit View Favorites Tools Help

Share Browser WebEx

Favorites Suggested Sites Free Hotmail CCS Online Portal RealPlayer Web Slice Gallery

SurgicalCORE

Page Safety Tools


Surgical Council on Resident Education

[Sign In](#)

Home
My Assignments
Self-Assessment
Modules
Textbooks
Videos
Supplemental Resources



Welcome to the SCORE Portal

With over 500 modules in 4 competencies, 11 authoritative textbooks, nearly 200 videos and more than 2000 self-assessment questions, SCORE provides the most comprehensive collection of curriculum tools available today for surgical residents. Look around, or contact us for more information.

Sign In

Username

Password

[Sign In](#)

[Forgot your username/password?](#)

Search SCORE:

[Search](#)

Featured Textbook



Surgical Pitfalls: Prevention and Management
Stephen R.T. Evans

[All Textbooks >](#)

Featured Video



Intraosseous Puncture/Infusion: Proximal Tibial Route
1 minute, 19 seconds

[All Videos >](#)

News & Announcements

SCORE News

Welcome to the New SCORE! (3/21/2013)
The SCORE Portal has been completely redesigned and improved. New content has been added...

Over 80 New Surgical Videos Added (3/1/2013)
A large number of new videos have been added to the portal. SCORE acknowledges...

Annals of Surgery iPad App Free for a Limited Time (2/5/2013)
Annals of Surgery is now available to residents on your iPad! The Annals of Surgery...

[More SCORE News >](#)

Done

Internet 100%

SurgicalCORE - Windows Internet Explorer

http://surgicalcore.org

File Edit View Favorites Tools Help

Share Browser WebEx

SurgicalCORE



Surgical Council on Resident Education

Sign In

Home My Assignments Self-Assessment Modules Textbooks Videos Supplemental Resources

Welcome to the SCORE Portal

With over 500 modules in 4 competencies, 11 authoritative textbooks, nearly 200 videos and more than 2000 self-assessment questions, SCORE provides the most comprehensive collection of curriculum tools available today for surgical residents. Look around, or contact us for more information.

Sign In

Username

Password

Sign in

[Forgot your username/password?](#)



Surgical Council on Resident Education (SCORE)

Mark Hickey | **Logout**

MONDAY, MARCH 3, 2014

Search SCORE: **Search**

Featured Textbook



Surgical Pitfalls: Prevention and Management
Stephen R.T. Evans

[All Textbooks >](#)

Featured Video



Intraosseous Puncture/infusion: Proximal Tibial Route
1 minute, 19 seconds

[All Videos >](#)

[Home > Programs Home](#)

Account: **SCORE Program** (ID=2541, created at: 8/11/2009, last update at 2/25/2014)

Profile Program User Accounts Subscriptions and Transactions News/Announcements

Administrator/Faculty accounts in use: 13 Resident accounts in use: 4
Administrator/Faculty accounts available: 26 Resident accounts available: 5

ADD NEW PROGRAM USERS:

[Create a new user](#)

PROGRAM DIRECTOR AND RESIDENCY COORDINATOR:

| ID | First Name | Last Name | Organization | Creation Date | User Role | |
|--------------------------------------------------------------------------------------|------------|-----------|--------------------------|---------------|-----------------------|------------------------|
| bjgerkens@absurgery.org | Barbara | Gerkens | SCORE Program (sub user) | 8/10/2009 | Residency Coordinator | Delete |
| ctucc@absurgery.org | Chris | Tucci | SCORE Program (sub user) | 8/17/2009 | Residency Coordinator | Delete |
| cshiffer@absurgery.org | Christine | Shiffer | SCORE Program (sub user) | 8/19/2009 | Residency Coordinator | Delete |
| jfiore@absurgery.org | James | Fiore | SCORE Program (sub user) | 8/11/2009 | Program Director | Delete |
| jschreader@absurgery.org | Jessica | Schreader | SCORE Program (sub user) | 2/5/2010 | Program Director | Delete |
| kcassaday@deckerpublishing.com | Kelly | Cassaday | SCORE Program (sub user) | 2/3/2010 | Program Director | Delete |
| kbarrett@surgicalcore.org | Kerry | Barrett | SCORE Program (sub user) | 7/3/2012 | Program Director | Delete |
| lportugais@deckerpublishing.com | Louise | Portugais | SCORE Program (sub user) | 6/8/2010 | Program Director | Delete |
| mhickey@surgicalcore.org | Mark | Hickey | SCORE Program (sub user) | 8/11/2009 | Program Director | Delete |

SEARCH EXISTING PROGRAM USERS:

— **Search by Keyword**
Look for in **First Name**

— **OR Search by date**
Look for users created **on**

— **OR Get All users**
Get all users for this program

SurgicalCORE - Windows Internet Explorer

http://surgicalcore.org

File Edit View Favorites Tools Help

Share Browser WebEx

SurgicalCORE



Surgical Council on Resident Education

Home My Assignments Self-Assessment Modules Textbooks Videos Supplemental Resources



Welcome to the SCORE Portal

With over 500 modules in 4 competencies, 11 authoritative textbooks, nearly 200 videos and more than 2000 self-assessment questions, SCORE provides the most comprehensive collection of curriculum tools available today for surgical residents. Look around, or contact us for more information.

Sign In

Username

Password

Sign In

Forgot your username/password

Search SCORE: **Search**

Featured Textbook

 Surgical Pitfalls: Prevention and Management
Stephen R.T. Evans

[All Textbooks >](#)

Featured Video

 Intraosseous Puncture/Infusion: Proximal Tibial Route
1 minute, 19 seconds

[All Videos >](#)

News & Announcement

SCORE News

Welcome to the New SCORE! (2/21/14)
The SCORE Portal has been complet and improved. New content has been

Over 80 New Surgical Videos Added (2/21/14)
A large number of new videos have been added to the portal. SCORE acknowledges...

Annals of Surgery iPad App Free for a Limited Time (2/5/2013)
Annals of Surgery is now available to residents on your iPad! The Annals of Surgery...

[More SCORE News >](#)

SCORE AUTHORIZING TOOL

Global Admin One | Sign Out [Help](#)

Active Content All Modules All Self-Assessment **Users & Roles**

Users & Roles

Create a New User

| User | Role | Status |
|------------------|----------------------|----------|
| Author One | Author | Active |
| Global Admin One | Global administrator | Active |
| Approver One | Approver | Inactive |
| Editor One | Editor | Active |

 **Surgical Council on Resident Education (SCORE)** Mark Hickey | **Logout**

MONDAY, MARCH 3, 2014

Home > Programs Home

Account: **SCORE Program** (ID=2541, created at: 8/11/2009, last update at 2/25/2014)

Profile Program User Accounts Subscriptions and Transactions **News/Announcements**

Administrator/Faculty accounts in use: 13 Resident accounts in use: 4
Administrator/Faculty accounts available: 26 Resident accounts available: 5

ADD NEW PROGRAM USERS:

Create a new user

PROGRAM DIRECTOR AND RESIDENCY COORDINATOR:

| ID | First Name | Last Name | Organization | Creation Date | User Role |
|--------------------------------------------------------------------------------------|------------|-----------|--------------------------|---------------|----------------------------------------------|
| bjgerkens@absurgery.org | Barbara | Gerkens | SCORE Program (sub user) | 8/10/2009 | Residency Coordinator Delete |
| ctucc@absurgery.org | Chris | Tucci | SCORE Program (sub user) | 8/17/2009 | Residency Coordinator Delete |
| cshiffer@absurgery.org | Christine | Shiffer | SCORE Program (sub user) | 8/19/2009 | Residency Coordinator Delete |
| jfiore@absurgery.org | James | Fiore | SCORE Program (sub user) | 8/11/2009 | Program Director Delete |
| jschreader@absurgery.org | Jessica | Schreader | SCORE Program (sub user) | 2/5/2010 | Program Director Delete |
| kcassaday@deckerpublishing.com | Kelly | Cassaday | SCORE Program (sub user) | 2/3/2010 | Program Director Delete |
| kbarrett@surgicalcore.org | Kerry | Barrett | SCORE Program (sub user) | 7/3/2012 | Program Director Delete |
| lportugais@deckerpublishing.com | Louise | Portugais | SCORE Program (sub user) | 6/8/2010 | Program Director Delete |
| mhickey@surgicalcore.org | Mark | Hickey | SCORE Program (sub user) | 8/11/2009 | Program Director Delete |

SEARCH EXISTING PROGRAM USERS:

-- Search by keyword
Look for in First Name

-- OR Search by date
Look for users created on

-- OR Get All users
Get all users for this program

SurgicalCORE - Windows Internet Explorer

http://surgicalcore.org

File Edit View Favorites Tools Help

Share Browser WebEx

SurgicalCORE

SCORE

Surgical Council on Resident Education

Sign In

Home My Assignments Self-Assessment Modules Textbooks Videos Supplemental Resources



Welcome to the SCORE Portal

With over 500 modules in 4 competencies, 11 authoritative textbooks, nearly 200 videos and more than 2000 self-assessment questions, SCORE provides the most comprehensive collection of curriculum tools available today for surgical residents. Look around, or contact us for more information.

Sign In

Username

Password

Sign In

Forgot your username/password?

Search SCORE: **Search**

Featured Textbook

 Surgical Pitfalls: Prevention and Management
Stephen R.T. Evans

[All Textbooks >](#)

Featured Video

 Intraosseous Puncture/Infusion: Proximal Tibial Route
1 minute, 19 seconds

[All Videos >](#)

News & Announcements

SCORE News

Welcome to the New SCORE! (2/21/2013)
The SCORE Portal has been completely redesigned and improved. New content has been added...

Over 80 New Surgical Videos Added (3/12/2013)
A large number of new videos have been added to the portal. SCORE acknowledges...

Annals of Surgery iPad App Free for a Limited Time (2/5/2013)
Annals of Surgery is now available to residents on your iPad! The Annals of Surgery...

[More SCORE News >](#)

SCORE AUTHORIZING TOOL

Global Admin One | Sign Out | Help

Active Content All Modules All Self-Assessment **Users & Roles**

Users & Roles

[Create a New User](#)

| User | Role | Status |
|------------------|----------------------|----------|
| Author One | Author | Active |
| Global Admin One | Global administrator | Active |
| Approver One | Approver | Inactive |
| Editor One | Editor | Active |

SITEMASTER SILVERCHAIR INFORMATION / SYSTEMS

Surgical Council on Resident Education (SCORE)

Mark Hickey | [Logout](#)

MONDAY, MARCH 3, 2014

Home > Programs Home

Account: SCORE Program (ID=2541, created at: 8/11/2009, last update at 2/25/2014)

[Profile](#) [Program User Accounts](#) [Subscriptions and Transactions](#) [News/Announcements](#)

Administrator/Faculty accounts in use: 13 Resident accounts in use: 4
Administrator/Faculty accounts available: 26 Resident accounts available: 5

ADD NEW PROGRAM USERS:

Create a new user

PROGRAM DIRECTOR AND RESIDENCY COORDINATOR:

| ID | First Name | Last Name | Organization | Creation Date | User Role |
|--------------------------------------------------------------------------------------|------------|-----------|--------------------------|---------------|----------------------------------------------|
| bjgerkens@absurgery.org | Barbara | Gerkens | SCORE Program (sub user) | 8/10/2009 | Residency Coordinator Delete |
| ctucc@absurgery.org | Chris | Tucci | SCORE Program (sub user) | 8/17/2009 | Residency Coordinator Delete |
| cshiffer@absurgery.org | Christine | Shiffer | SCORE Program (sub user) | 8/19/2009 | Residency Coordinator Delete |
| jfiore@absurgery.org | James | Fiore | SCORE Program (sub user) | 8/11/2009 | Program Director Delete |
| jschreader@absurgery.org | Jessica | Schreader | SCORE Program (sub user) | 2/5/2010 | Program Director Delete |
| kcassaday@deckerpublishing.com | Kelly | Cassaday | SCORE Program (sub user) | 2/3/2010 | Program Director Delete |
| kbarrett@surgicalcore.org | Kerry | Barrett | SCORE Program (sub user) | 7/3/2012 | Program Director Delete |
| lportugais@deckerpublishing.com | Louise | Portugais | SCORE Program (sub user) | 6/8/2010 | Program Director Delete |
| mhickey@surgicalcore.org | Mark | Hickey | SCORE Program (sub user) | 8/11/2009 | Program Director Delete |

SEARCH EXISTING PROGRAM USERS:

-- Search by keyword
Look for in First Name

-- OR Search by date
Look for users created on

-- OR Get All users
Get all users for this program

Google Analytics

Home Reporting Customization Admin

Audience Overview

All Visits 100.00%

Overview

Visits vs. Select a metric



Visits: 33,545 Unique Visitors: 15,546 Pageviews: 360,468 Pages / Visit: 10.75 Avg. Visit Duration: 00:10:01

% New Visits: 27.18%

Demographics

Language: 1. en-us 2. en-gb

SurgicalCORE - Windows Internet Explorer

http://surgicalcore.org

File Edit View Favorites Tools Help

Share Browser WebEX

SurgicalCORE

SCORE

Surgical Council on Resident Education

Sign In

Home My Assignments Self-Assessment Modules Textbooks Videos Supplemental Resources

Welcome to the SCORE Portal

With over 500 modules in 4 competencies, 11 authoritative textbooks, nearly 200 videos and more than 2000 self-assessment questions, SCORE provides the most comprehensive collection of curriculum tools available today for surgical residents. Look around, or contact us for more information.

Sign In

Username

Password

Sign In

Forgot your username/password?

Search SCORE: **Search**

Featured Textbook

Surgical Pitfalls: Prevention and Management
Stephen R.T. Evans

[All Textbooks >](#)

Featured Video

Intraosseous Puncture/Infusion: Proximal Tibial Route
1 minute, 19 seconds

News & Announcements

SCORE News

Welcome to the New SCORE! (2/21/2013)
The SCORE Portal has been completely redesigned and improved. New content has been added...

Over 80 New Surgical Videos Added (3/12/2013)
A large number of new videos have been added to the portal. SCORE acknowledges...

Annals of Surgery iPad App Free for a Limited Time (2/5/2013)
Annals of Surgery is now available to residents...



SCORE AUTHORIZING TOOL

Global Admin One | Sign Out | Help

Active Content All Modules All Self-Assessment **Users & Roles**

Users & Roles

Create a New User

| User | Role | | Status | | |
|------------------|----------------------|------------------------------------------|----------|---------------|-------------|
| Author One | Author | Send an invitation to the authoring tool | Active | Make inactive | Delete user |
| Global Admin One | Global administrator | Send an invitation to the authoring tool | Active | Make inactive | Delete user |
| Approver One | Approver | Send an invitation to the authoring tool | Inactive | Make active | Delete user |
| Editor One | Editor | Send an invitation to the authoring tool | Active | Make inactive | Delete user |

Surgical Council on Resident Education (SCORE)

Mark Hickey | **Logout**

MONDAY, MARCH 3, 2014

VIDEOCLOUD

Uploads

Search all Videos

| Video Name | Created | Views | Downloads |
|-----------------|--------------------|-------|-----------|
| Video One | 1/21/2014 10:00 AM | 1 | 0 |
| Video Two | 1/21/2014 10:00 AM | 1 | 0 |
| Video Three | 1/21/2014 10:00 AM | 1 | 0 |
| Video Four | 1/21/2014 10:00 AM | 1 | 0 |
| Video Five | 1/21/2014 10:00 AM | 1 | 0 |
| Video Six | 1/21/2014 10:00 AM | 1 | 0 |
| Video Seven | 1/21/2014 10:00 AM | 1 | 0 |
| Video Eight | 1/21/2014 10:00 AM | 1 | 0 |
| Video Nine | 1/21/2014 10:00 AM | 1 | 0 |
| Video Ten | 1/21/2014 10:00 AM | 1 | 0 |
| Video Eleven | 1/21/2014 10:00 AM | 1 | 0 |
| Video Twelve | 1/21/2014 10:00 AM | 1 | 0 |
| Video Thirteen | 1/21/2014 10:00 AM | 1 | 0 |
| Video Fourteen | 1/21/2014 10:00 AM | 1 | 0 |
| Video Fifteen | 1/21/2014 10:00 AM | 1 | 0 |
| Video Sixteen | 1/21/2014 10:00 AM | 1 | 0 |
| Video Seventeen | 1/21/2014 10:00 AM | 1 | 0 |
| Video Eighteen | 1/21/2014 10:00 AM | 1 | 0 |
| Video Nineteen | 1/21/2014 10:00 AM | 1 | 0 |
| Video Twenty | 1/21/2014 10:00 AM | 1 | 0 |

(ID=2541, created at: 8/11/2009, last update at 2/25/2014)

User Accounts Subscriptions and Transactions News/Announcements

Accounts in use: 13 Resident accounts in use: 4
Accounts available: 26 Resident accounts available: 5

RESIDENCY COORDINATOR:

| First Name | Last Name | Organization | Creation Date | User Role |
|------------|-----------------------|--------------------------|---------------|----------------------------------------------|
| Barbara | Gerkens | SCORE Program (sub user) | 8/10/2009 | Residency Coordinator Delete |
| Chris | Tucci | SCORE Program (sub user) | 8/17/2009 | Residency Coordinator Delete |
| Christine | Shiffer | SCORE Program (sub user) | 8/19/2009 | Residency Coordinator Delete |
| James | Flore | SCORE Program (sub user) | 8/11/2009 | Program Director Delete |
| Jessica | Schreder | SCORE Program (sub user) | 2/5/2010 | Program Director Delete |
| Kelly | Cassaday | SCORE Program (sub user) | 2/3/2010 | Program Director Delete |
| Kbarrett | @surgicalcore.org | SCORE Program (sub user) | 7/3/2012 | Program Director Delete |
| lportugais | @deckerpublishing.com | SCORE Program (sub user) | 6/8/2010 | Program Director Delete |
| mhickey | @surgicalcore.org | SCORE Program (sub user) | 8/11/2009 | Program Director Delete |

SEARCH EXISTING PROGRAM USERS:

-- Search by keyword
Look for in First Name

-- OR Search by date
Look for users created on

-- OR Get All users
Get all users for this program

Google Analytics

Home Reporting

Audience Overview

Visits 2,800

Visits Unique Visitors Pageviews Pages / Visit Avg. Visit Duration

33,545 15,546 360,468 10.75 00:10:01

% New Visits 27.18%

Demographics Language 1 en-us Country / Territory 2 en-gb

2014-2015

- Introduced “SCORE is a Suite of Tools” concept
- Launched Authoring Tool capability
- Added more textbooks (Coran, NOTSS, Practical QI)
- More modules, esp. Pediatric Surg. Fellowship
- Added Professionalism/Ethics content
- Usage reports for programs
- This Week in SCORE (TWIS) outline

New for 2015-2016

- This Week in SCORE (TWIS) Feature
 - Sequential curriculum tool
 - Weekly topics with overview
 - Weekly quizzes, with tracked scores available to faculty
- Individual Subscriptions
- Improved Store/Order pages
- No Cost Increases

Subscription Pricing

- 2015-2016:
 - No change from current price
 - Program license fee of \$500 per program
 - New per resident fee (\$145/resident)
 - Includes one PD, one RC and 10 faculty/admin users
 - Additional resident/trainee users at \$145
 - Additional faculty/graduates/fellows at \$295

The Growth of SCORE

- 2015: 430 total programs
 - 267 ACGME approved programs
 - >98% renewal rate
 - Huge increase in Pediatric Surgery and Int'l programs
 - 10,600 resident users
 - 3853 faculty users
- 2104: 325 programs, 9748 residents
- 2008: 33 programs, 620 residents

Usage and Statistics

- 84% users have logged in since the launch of “SCORE V2” in March, 2013.
 - Up from 80% last year!!
- 77% logged in this academic year.
- 8721 users (60%) have accessed SCORE since January 1st!
- 20% of our residents, on average, are logging in each week this spring.
- Peak days for usage are Mon – Wed.

Analytics and Monitoring

July 1, 2014 – March 30, 2015



Typical SCORE Week (Spring)

March 1 – March 7, 2015

- Hourly visit view



Typical SCORE Week (Spring)

March 1 – March 7, 2015

- Total Visits: 8,957
- Users: 5,374
- Pageviews: 86,470
- Average Pages per Visit: 9.65
- Average Visit Duration: 00:07:53
- Bounce Rate: 22.07%
- Percentage of New Visits: 28.80%

Best Practices

- Continued services to train and assist you with implementing SCORE resources into your curriculum
- Helping to migrate residents from “cramming” to studying year round.
- Moving SCORE away from being “the ABSITE Prep” site
- Using TWIS as a weekly assessment tool
- Adding examples and best practices from programs using SCORE
 - From a PD: Each week one resident is tasked with creating a 10 question quiz of the weekly SCORE topic for all of the residents. It is administered the night before the faculty core lecture. Low scorers go into the pool of quiz writers for the next week. The residents who are in the presenting group are initially selected by their ABSITE score (not as punishment because all of the residents are smart.) **“If they are doing poorly on the ABSITE it's more likely preparation failure rather than lack of ability.”** This approach forces them to read more. The following morning, the faculty present the same topic, and are able to do so in more depth.
- Making SCORE a “community of practice”

Contact Info

- SCORE Content:
 - www.surgicalcore.org
- SCORE Admin:
 - https://store.surgicalcore.org/Sitemaster/admin_login.aspx
- SCORE support:
 - info@surgicalcore.org
 - (877) 835-3142
- SCORE subscriptions:
 - subscriptions@surgicalcore.org
- Mark Hickey
 - mhickey@surgicalcore.org
 - (215) 568-4000, x126

SCORE Oversight

- Mark A. Malangoni, M.D., FACS
President
Associate Executive Director
American Board of Surgery
- Mary E. Klingensmith, M.D., FACS
Vice President
Chair, SCORE Council
Mary Culver Distinguished Professor of Surgery
Vice Chair for Education
Washington University in Saint Louis
- Mark J. Hickey
Chief Operating Officer
- Kerry B. Barrett
Content Management Specialist
- Christine D. Shiffer
Communications Manager

Thanks for the opportunity to
speak to you!

Questions?