



WORKING WITH RESIDENTS HAVING PROBLEMS

APPD Chief Resident Forum

May 2, 2009

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DISCLOSURES

- ◆ **No financial conflicts of interest to disclose**
- ◆ **Former chief resident**
- ◆ **What happens at the Chief Residents Forum stays at the Chief Residents Forum!**



GOALS

- ◆ **Prepare to address the issue of the resident experiencing difficulties**
- ◆ **Identify your resources**





CAUSES OF PROBLEMS

- ◆ **Lack of ability**
- ◆ **Lack of preparation**
- ◆ **Lack of effort or commitment**
- ◆ **Interpersonal difficulties**
- ◆ **Illness (physical mental health, substance abuse)**



PROBLEM ENHANCEMENT

- ◆ Time pressures
- ◆ Sleep deprivation
- ◆ Excessive responsibility
- ◆ Lack of adequate support
- ◆ Personal demands (spouse, finance etc.)



WHY ADDRESS THE RESIDENT W/ PROBLEMS?

Responsibility to

- ◆ Patients
- ◆ Other trainees
- ◆ Staff and faculty
- ◆ The program
- ◆ The institution
- ◆ The resident



OBJECTIVES

- ◆ Discuss background
- ◆ Review process
- ◆ Practice vignettes
- ◆ Prepare action plan



C.T.

- ◆ **31 y.o. PL1 resident**
- ◆ **Really nice guy**
- ◆ **Did well in medical school**
- ◆ **Senior residents start noticing that he's**
 - **Disorganized**
 - **Cant get patient care things done on time**
 - **Has problems prioritizing**
 - **Seems really scattered**





WHO OWNS THIS?

- ◆ PD
- ◆ APD
- ◆ Chief Resident
- ◆ Resident experiencing problems

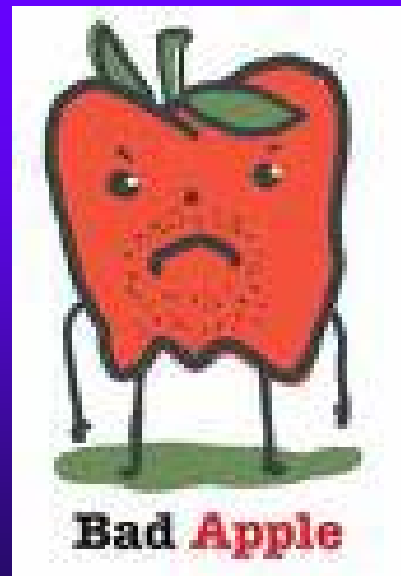


WHO CARES?

- ◆ Residents with the problems
- ◆ Other residents
- ◆ Chief residents
- ◆ Coordinator
- ◆ Staff
- ◆ Patients
- ◆ Faculty
- ◆ Program Director / Associate Program Director
- ◆ Chairs
- ◆ Deans
- ◆ Institutions
- ◆ Regulatory agencies



WHAT'S DIFFERENT
THESE DAYS?



Bad Apple



FACTORS

- ◆ **Competency-based/ Direct Observation**
- ◆ **Multi-source Evaluation**
- ◆ **Safety / Supervision**
- ◆ **Patient Centered Care**
- ◆ **Resources**
- ◆ **Due process and documentation**
- ◆ **Learners?**



THE DIAGNOSTIC APPROACH...

To dealing with the resident experiencing problems



DIAGNOSTIC APPROACH

- ◆ **History- get subjective data: all sides**
- ◆ **Examine- objective performance**
- ◆ **Differential diagnosis**
- ◆ **Assessment - define problem**
- ◆ **Plan - remediation implementation**
- ◆ **Follow up - continuity of care**



THE HISTORY

- ◆ **Data from the resident**
- ◆ **Data about the resident**
- ◆ **Additional information/ testing**




APPROACHING THE RESIDENT

- ◆ How do you feel you are doing?
- ◆ What is your perception of the problem?
- ◆ What other issues are you dealing with?
- ◆ How would you like to address the problem?
- ◆ Strategies: strengths and weaknesses



THE EXAMINATION

- ◆ **Background**
- ◆ **Evaluations**
- ◆ **Scores**
- ◆ **Testing**
 - **educational**
 - **medical**
 - **psychiatric**
 - **other?**



PROBLEMS IN EVALUATION

- ◆ **Resistance to negative evaluations**
- ◆ **Lack of training in evaluation**
- ◆ **Delays in doing evaluations**
- ◆ **Lack of clear expectations**
- ◆ **Lack of feedback during experience**
- ◆ **Failure to act on problematic evaluations**
- ◆ **No guidelines for dealing with problems**



ASSESSMENT

- ◆ **Cognitive ability**
- ◆ **Prior training performance**
- ◆ **Procedural skills**
- ◆ **Judgement and problem solving**
- ◆ **Stress and conflict**
- ◆ **Attitudes, values, mental health issues**
- ◆ **Mixes of all of the above**



THE PLAN

- ◆ **Strategies to fit the problem**
- ◆ **Supervisory input**
- ◆ **Resident input**
- ◆ **Specifics orally and in writing**
- ◆ **Implementation time table**
- ◆ **Re-evaluation**



RESIDENT BUY-IN

- ◆ Resident understands and agrees
- ◆ Target changes agreed upon, clear
- ◆ Adequate resources identified
- ◆ Commit yourself and/or others
- ◆ Feedback both ways required



CONTRACT

- ◆ **Define problems and objectives**
- ◆ **Identify resources**
- ◆ **Set specific expectations**
- ◆ **Agree on method of evaluation**
- ◆ **Set specific plan to follow up**



DOCUMENTATION!

- ◆ **Essential**
- ◆ **Consistent with institutional due process**
- ◆ **Ensure timely, written evaluations c/w plan and due process**
- ◆ **Information protected and shared appropriately**



DO YOU KNOW?

- ◆ **Policies for residents with problems**
 - Procedures
 - Accommodations
 - Confidentiality...(maybe)
 - Appeals
- ◆ **Resources available**
 - Testing
 - Interventions
 - Back up



VIGNETTES



NEXT STEPS

- ◆ Evaluate the situation
- ◆ Document
- ◆ Know the rules
- ◆ Figure out your resources
- ◆ Involve the right people
- ◆ Prepare to be challenged



THANK YOU

- ◆ **Richard Moriarty, M.D. UMass**
- ◆ **All Chief Residents, Past, Present and Future**



Congratulations!

Have a wonderful Chief year.