

Benchmarks

This is best done Mid-year to late in intern year. Do not make it the first item on your agenda, late morning / early afternoon is probably best. Plan for 1½ to 2 hours of time.

This exercise allows time for a retrospective look at the intern's experiences from match day up to the present. A lot has happened since July. They have changed / developed / grown in their abilities as physicians. Physicians are not good at taking time to reflect on this transition.

Start the dialogue with the acknowledgement that they have had little time to reflect back on all that has happened and how this intern experience has changed them. Start with match day and work up to the present. Use major stepping stones as starters for conversation (see below). Use phrases like, 'tell me about....', 'what was it like for you'. The group may move around to other topics from the list, which is fine, but the facilitator must keep the group on task and keep an eye on the time you allotted for this exercise. The facilitator must also remember to not do the talking, for the most part. The goal is for the interns to discuss, with each other, all that has occurred and how it has affected them. Keep the discussion away from complaints / solutions for change....help them to focus on their experiences.

What was it like on Match day....opening the envelope...?

Moving.

Meeting the rest of your class at orientation?

What about getting your call schedule?

Your first day on your first rotation?

First night of call?

Continuity clinic.

First written orders (without a co signature).

Your first angry / upset parent?

First resident / attending conflict?

Death of a patient.

Thanks from a parent.

Praise from a parent / attending.

One common theme after doing this exercise, is that the residents will realize that others have experienced similar thingsthey are not alone.