CHIEF RESIDENT CRISIS MANAGEMENT

APPD FORUM FOR CHIEF RESIDENTS
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 TYPES OF CRISIS/CONFLICT

• Academic Crisis
  • Remediation
  • Concerns about feedback
  • Complaints
• Scheduling Crisis
  • Call-Outs
  • Emergency Response

• Personal Crisis
  • Bereavement
  • Illness
  • Well-Being Issues
• Conflict Resolution
  • Between residents
  • Between faculty
  • Between different levels of providers
CHIEF’S ROLE IN CRISIS MANAGEMENT

- “Middle manager”
- Between:
  - Residents
  - Peers/Friends
  - Nurses
  - Medical Students
  - Faculty
  - Program Leadership
- You then are expected to come up with a solution
HOW MOST OF US FEEL IN THESE SITUATIONS
HOW TO MANAGE A CONFLICT

• LISTEN

• Take notes, not sides
WHILE YOU ARE LISTENING

• Validate
• Triage
• Know your own back up system
• Commit to next steps not solution
• Maintain composure and objectivity
• Remember your perspective may be helpful
INTEREST-BASED RELATIONAL APPROACH TO CONFLICT

• Relationships are a priority
• Separate people from problems
• Listen carefully to different interests
• Listen first, talk second.
• Set out the “facts”
• Explore options together
TIME TO PRACTICE
THE CRISIS MANAGEMENT PROCESS

• **Gather Data**
  - Listen: What information do you have?
  - How valid/valuable is the information?
  - What other information would you like to have?
  - What is your gut feeling?

• **Identify Problems**
  - Is this a one time thing or a pattern?

• **Develop Solutions:**
  - What are your resources?
  - What is the specific plan?
REPORTING OUT

• What type of crisis was discussed in your case?

• What is the 30 second summary?

• What were the most creative solutions your team created?
QUESTIONS?

THANKS FOR YOUR PARTICIPATION! 😊
REFERENCES
