

APPD Forum for Directors of Small Programs and Affiliate Chairs

Joe Zenel - University of South Dakota, Sanford Pediatric Residency Program

Kris Rooney – Lehigh Valley Reilly Children's Hospital, LVHN Pediatric Residency

Brian Youth - Maine Medical Center

Keith Mather - University of Oklahoma- Tulsa

Stacy McConkey – Advent Health Orlando

March 27th, 2019

APPD Spring Meeting, New Orleans, LA

Finding the Resident who is a Best Fit for Your Program...

Joe Zenel – University of South Dakota
Kris Rooney – Lehigh Valley Reilly Children's
Brian Youth – Maine Medical Center



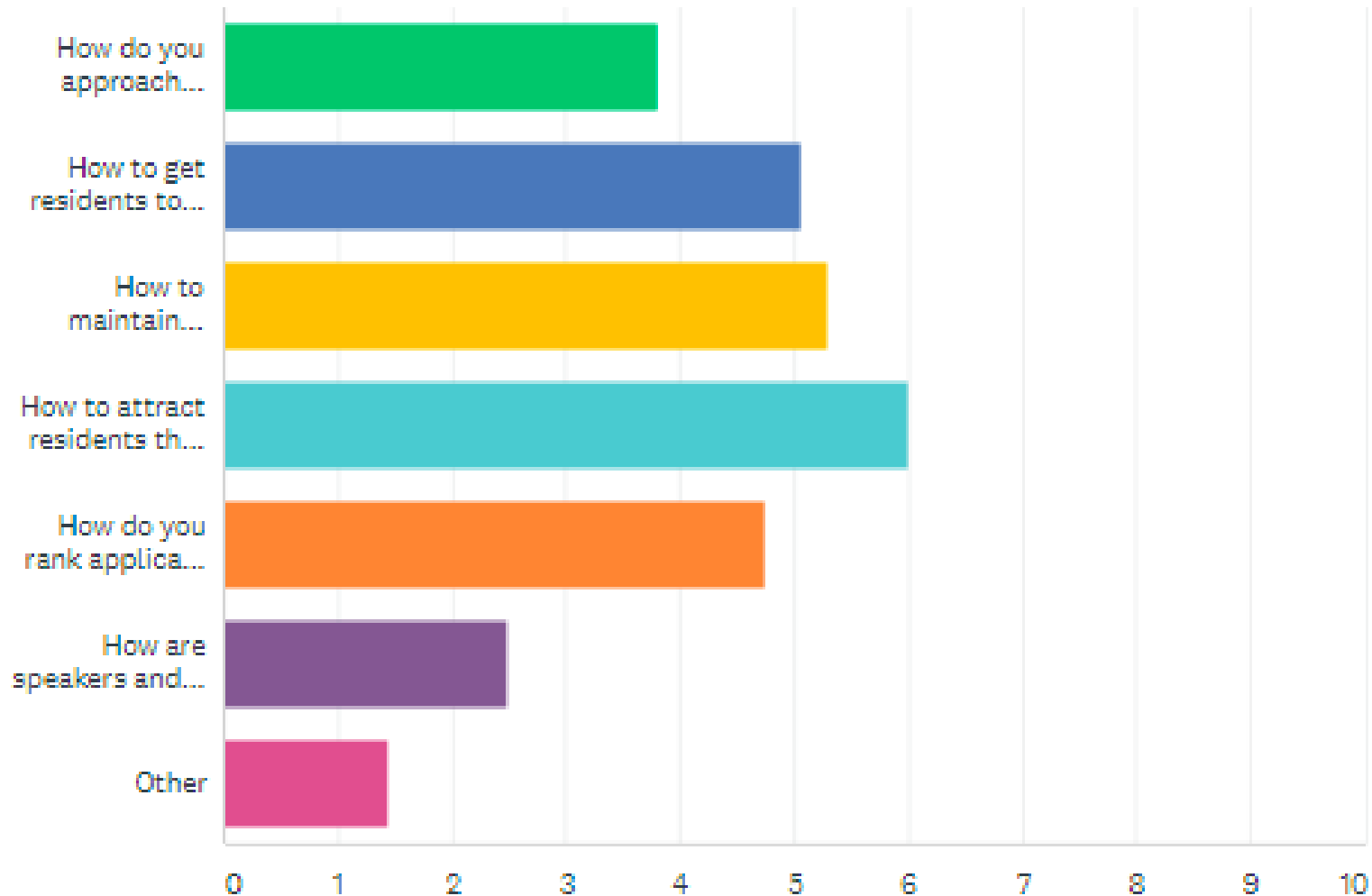


Joe Zenel, MD
Sanford Children's Hospital
University of South Dakota Sanford School of Medicine

SurveyMonkey:

- How do you approach recruiting IMG applicants?
- How do residents raise concerns without fear?
- How to maintain confidentiality and manage gossip amongst faculty and residents?
- How to attract residents that are a best fit for the program?
- How do you rank applicants for the Match?
- How are speakers and facilitators selected to present to this forum?

SurveyMonkey: 18 Respondents



Top Two Topics

- Ranking the “Best Fit” resident
- How to manage confidentiality and gossip amongst and faculty and residents

“Best Fit”

“Best Fit”

“Fit” essentially refers to how an individual fits into a company’s culture

Company culture is expressed in the values and behaviors of the work group

DUMMIES.com

“Best Fit” Resident

Most important attributes are *lack of entitlement* and *emotional intelligence*

- *Strongest indicators of human success*

Top ranking criteria:

Interactions with faculty and residents during interview

Interpersonal skills

USMLE/COMLEX scores

MSPE (Dean’s letter)

HCA Physician Services Group

“Best Fit” Resident

Most important factors when ranking applicants:

- Residency interview

- Interactions with residents during interview day

- Feedback from current residents

- Evidence of professionalism and ethics

- Perceived commitment to the specialty

- Letters of reference

- Grades in clerkship and subject exam in desired specialty

Barr. AAFP National Conference

“Best Fit” Resident

Programs must distinguish between attributes that residents must have initially and those that the program is willing to teach.

Miyares. Hospital Pharmacy 2013

“Best Fit” Resident

A great fit is one in which the strengths, passions, and personality of the trainee align well with the strength, passions, and personality of the training program.

Train academicians, subspecialists?

- Research, peer-review pub, test scores

Train advocates?

- Public health, community service

Train for patient care?

- Gold Humanism, exemplary care

Prober. Academic Medicine 2019



Finding the Resident who is a Best Fit: Our Recruitment Season Model

Summary

About our Program

Background

- First class started in 2012
- 6 residents per year
- Graduates:
 - 50% general peds
 - 50% fellowship:
 - 100% match rate into fellowships:
 - Heme-Onc
 - Pulmonary
 - Sports Medicine
 - Emergency Medicine
 - Critical Care
 - Neonatology
 - Adolescent Medicine
 - Gastroenterology
 - Cardiology
 - Infectious Disease



Behavior-Based MMI Questions

- Looking for the following qualities:
 - **Resiliency**
 - **Problem-solving skills**
 - **Time-management skills**
 - **Internal drive**
 - **Emotional intelligence**
 - **Leadership/Team-Player qualities**

Key Attributes

Heavy Weight

- **Known commodity**
- **Interview performance**
- **“Gut feel” – faculty and residents**
- **Local ties**
- **Board scores**
- **School score**

Lighter Weight

- **MSPE**
- **Transcript**
- **Letters of Recommendation**

D AI	E Interview	F Gut	G Ties	H Boards	I MSPE	J School	K LORs	L Total
2.0	1.7	2	1.5	1.8	1.6	1.7	1.5	74.91
2.0	1.8	2	1.8	1.1	1.4	1.7	1.5	50.89
2.0	1.3	1.6	1.9	1.8	1.4	1.7	1.4	47.41
2.0	2	2	1	1.4	1.2	1.7	1.5	34.27
1.0	1.6	1.8	1.8	1.6	1.4	1.7	1.5	29.61
1.0	1.9	1.8	1.1	1.7	1.4	1.7	1.4	21.31
1.0	1.6	1.7	1.9	1.2	1.5	1.7	1.2	18.98
1.2	1.5	1.6	1.7	1.7	1.6	1	1.3	17.31
1.0	1.5	2	1	1.3	1.5	1.7	1.3	12.93



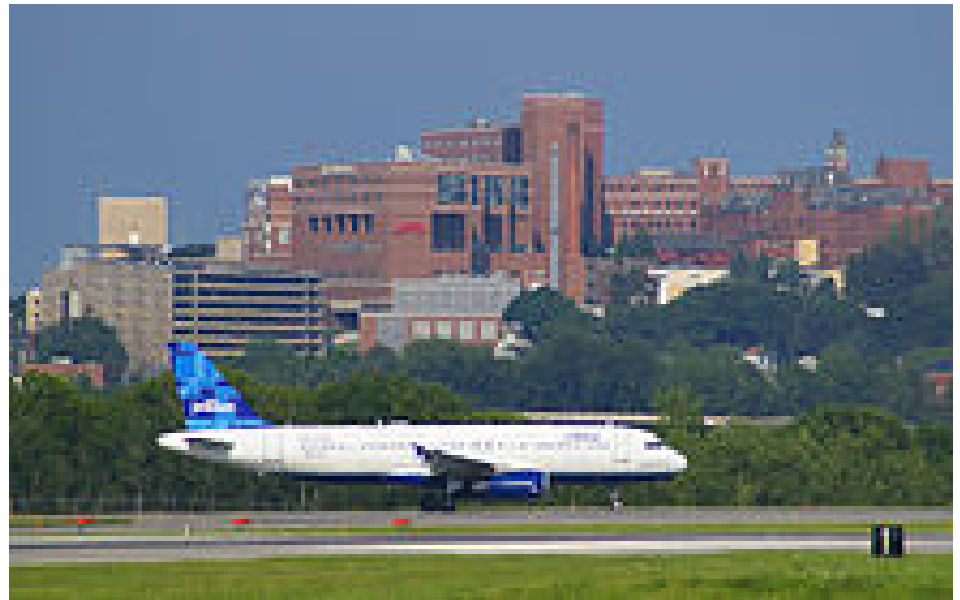
Questions

Kris Rooney
kris.rooney@lvhn.org

Pediatric Residency

at The Barbara Bush Children's Hospital

at Maine Medical Center



MMC Pediatrics Residency- About Us

- Accredited 1959
 - Currently 6 residents per year (+ 4 med/peds)
- Graduates:
 - Primary Care 52% (rural and urban)
 - Hospitalist 15% (tertiary and community)
 - Fellowship 33%*

The Barbara Bush Children's Hospital

Maine's only Children's Hospital

- Tertiary referral center for all kids in Maine (pop 1.3 million)
- Community hospital for Portland
- Networks with rural practices for rotations
- Diverse Population (myth-dispelling):
 - Refugees and new immigrant clinic
 - Top languages after English: Arabic, Somali, French, and Spanish
 - Reiche Elementary- 42 languages



Engaging Residents in recruiting best fit candidates- Prior to Interview

- All residents participate in attending dinner with candidates the evening before each interview day
- Residents give Program Manager their preferences for which dates would work best for them
- Schedule created to ensure each residents attends 2-3 dinners each
- Residents meet candidates at hotel or hospital, drive to restaurant or someone's home, brief downtown tour



Engaging Residents in recruiting best fit candidates- Day of Interview

- Program Manager meets candidates in hospital lobby
- Escorts to morning report
- Chief Resident introduces them with some slides- where they are from and their picture and school
- Candidates do interviews, program overview session
- Residents attend lunch with candidates on each interview day
- Tour of facilities- Chief Resident and/or senior level residents



Engaging Residents in recruiting best fit candidates- Day of Interview

- At the end of each interview day Program Manager asks residents to complete a quick survey via Survey Monkey
- Survey results are tallied to get an average score from 0-3 for each candidate (candidate names inserted).
- Residents can free text comments per candidate and these are included in candidate's application folder for review by recruitment committee at end of season

* 2. Based on your interactions with each of the candidates below, please choose the statement that best matches your opinion.

	We should not rank this candidate to come to our program.	I have some reservations about this candidate.	I would be pleased to have this candidate as part of our team.	This is one of the best candidates I have ever seen. I REALLY hope he/she matches here.
Candidate #1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Candidate #2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Candidate #3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Candidate #4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Engaging Residents in recruiting best fit candidates- End of Season

- Program Manager makes “cards” with each candidates’ name, medical school, date of interview, and photo
- Candidates with the same score are grouped together (0-3) on a table to review
- Program Manager meets with the residents over lunch and discusses each group of candidates with the goal to ensure that there is a consensus that each candidate belongs in the group they have been placed in
- Residents share their experiences with candidates with their peers to help guide the discussion
- At the end of this meeting, each candidate has been given a final score by the residents as a whole. These scores are then shared with the recruitment committee as part of the whole picture



Audience Discussion...

Discussion Leads:

Jen DiRocco: University of Hawaii

Stephen Thacker: Memorial Health – Savannah



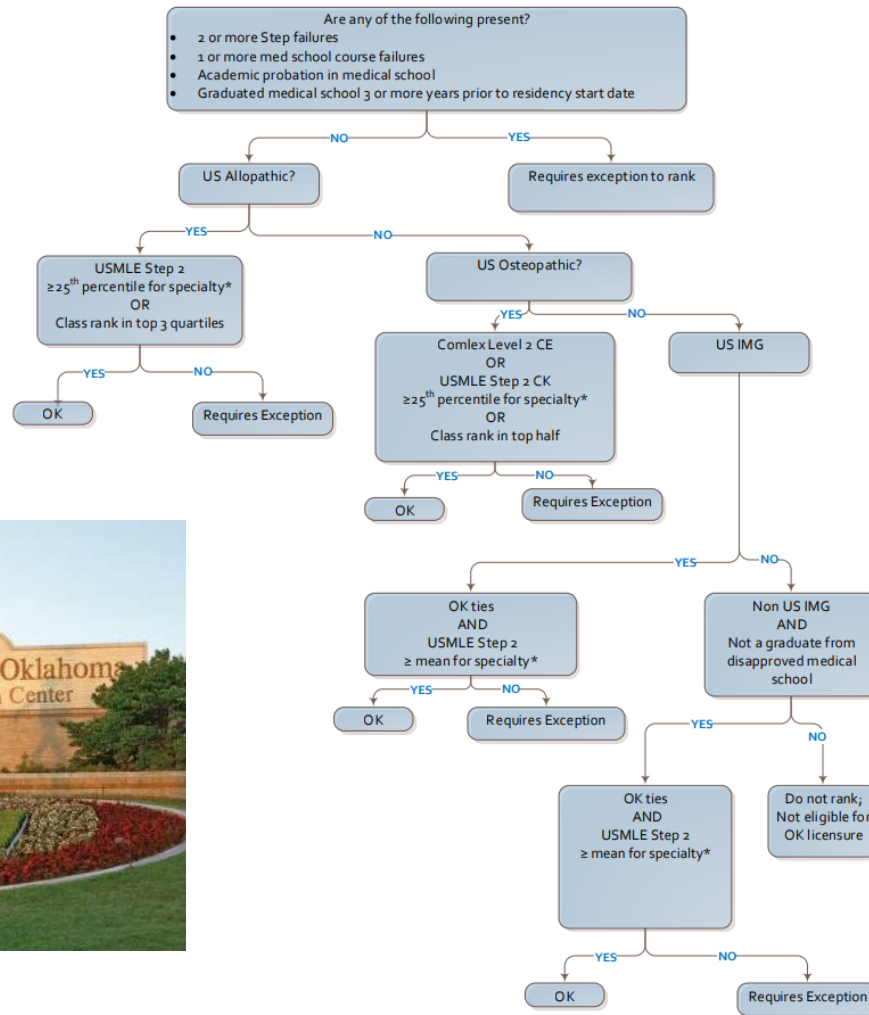
OUSCM Guidelines for Resident Selection

Keith Mather, MD

Pediatric Residency Program Director



OUSCM Guidelines for PGI Resident Selection



Interquartile Range, from NRMP Charting Outcomes in the Match, 2018				
2018	Allopathic USMLE Step 2 CK		Osteopathic COMLEX	
			Level 2-CE	
	Lower limit	Mean	Lower limit	Mean
	of IQR*		of IQR*	
EM	238	247	560	621
FM	226	237	475	537
IM	236	246	525	588
MP	241	250	525	598
OBG	238	247	555	621
<u>Peds</u>	233	243	495	564
Psych	230	239	480	543
Surg	240	248	620	666
Vasc	234	244		

Peds Selection Criteria Without Need for GMEC Exception Request

- US MD:
 - Allowed 1 board failure
 - No medical school class failure
 - USMLE Step 2 score minimum of 233 OR Class Rank of Top 3 Quartiles
- US DO:
 - Allowed 1 board failure
 - No medical school class failure
 - COMLEX 2-CE score minimum of 510 OR Class Rank of Top 2 Quartiles
- IMG:
 - Allowed 1 board failure
 - No medical school class failure
 - USMLE Step 2 score minimum of 243 AND “Oklahoma Ties”

GMEC Exceptions

- All applicants must have graduated from medical school within 3 years prior to the residency start date
- Exceptions for applicants not meeting the criteria are presented by each program director to the GMEC
- Exceptions granted or denied are based on the finding of additional factors that suggest ability of applicant to pass boards and waiver of Oklahoma ties (if IMG)



How to Maintain Confidentiality and Manage Gossip Among Faculty and Residents at Your Program

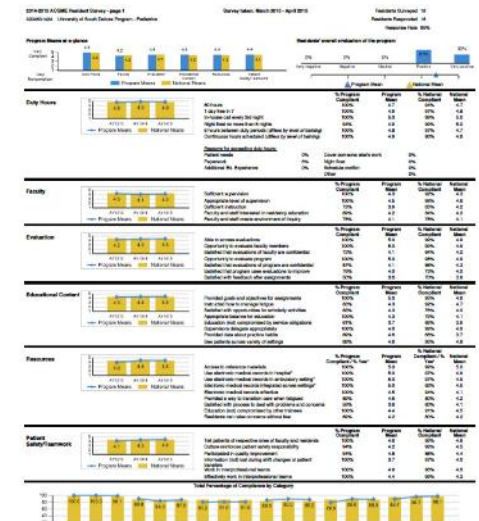
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How to manage confidentiality and gossip amongst and faculty and residents?

How to manage confidentiality and gossip amongst and faculty and residents?

- Satisfied with process to deal with problems and concerns
- Residents can raise concerns without fear

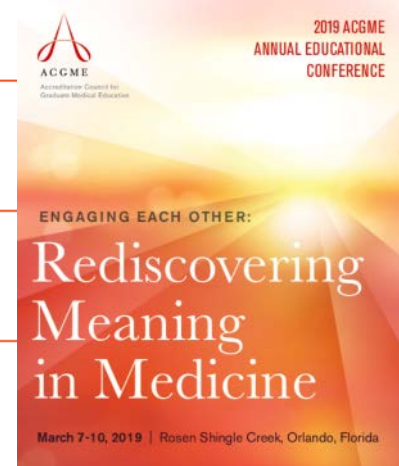


SPECIALTY UPDATES



These sessions include an update on recent Review Committee and ACGME activities. There will be ample time for Q&A.

Target Audience: DIOs, Program Directors, Coordinators, Faculty



1:30 p.m. – 3:00 p.m.

SES005: Specialty Update: Internal Medicine

– *Christian Cable, MD, MHPE; Jerry Vasilias, PhD*

1:30 p.m. – 3:00 p.m.

SES006: Specialty Update: Pediatrics

– *Susie Buchter, MD; Caroline Fischer, MBA*

1:30 p.m. – 3:00 p.m.

SES007: Specialty Update: Emergency Medicine

– *Douglas McGee, DO; Felicia Davis, MHA*

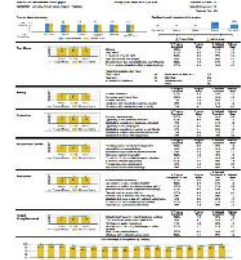
Pediatrics Subspecialty Frequent Areas for Improvement

- Satisfied with process to deal with problems and concerns
- Residents can raise concerns without fear

Satisfied with process to deal with problems and concerns
Residents can raise concerns without fear



At Sanford Children's Hospital

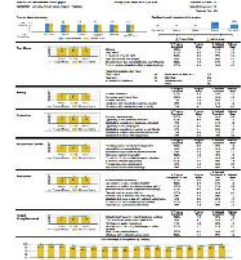


2012: 6 Residents (PGY1)

	% Compliant / % Yes*	Mean	National
Access to reference materials	100%	5.0	5.0
Electronic medical record in hospital*	100%	5.0	4.6
Electronic medical record in ambulatory*	100%	5.0	4.5
Electronic medical records integrated*	100%	5.0	4.7
Electronic medical record effective in daily clinical work	100%	4.3	4.1
Way to transition care when fatigued	83%	4.3	4.2
Satisfied with process to deal with problems and concerns	100%	4.7	4.2
Education (not) compromised by other trainees	83%	4.5	4.5
Residents can raise concerns without fear	100%	4.8	4.2

**Responses options are Yes or No. These responses are not included in the Program Means and are not considered non-compliant responses.*

- Satisfied with process to deal with problems and concerns
 - % Compliant 100% Mean 4.7 National 4.2
- Residents can raise concerns without fear
 - % Compliant 100% Mean 4.8 National 4.2



2013: 13 Residents (PGY1,2)

	% Compliant / % Yes*	Mean	National
Access to reference materials	100%	5.0	5.0
Use electronic medical records in hospital*	100%	5.0	4.8
Use electronic medical records in ambulatory setting*	100%	5.0	4.7
Electronic medical records integrated across settings*	100%	5.0	4.6
Electronic medical records effective	100%	4.5	4.1
Provided a way to transition care when fatigued	38%	2.5	4.2
Satisfied with process to deal with problems and concerns	54%	3.5	4.2
Education (not) compromised by other trainees	92%	4.2	4.5
Residents can raise concerns without fear	92%	4.3	4.2

**Responses options are Yes or No. These responses are not included in the Program Means and are not considered non-compliant responses.*

- Satisfied with process to deal with problems and concerns
 - % Compliant 54% Mean 3.5 National 4.2
- Residents can raise concerns without fear
 - % Compliant 92% Mean 4.3 National 4.2

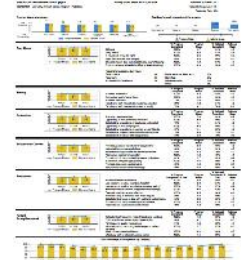
2013 GME Report Card

Overall Report Card Summary		2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995	1994	1993	1992	1991	1990	1989	1988	1987	1986	1985	1984	1983	1982	1981	1980	1979	1978	1977	1976	1975	1974	1973	1972	1971	1970	1969	1968	1967	1966	1965	1964	1963	1962	1961	1960	1959	1958	1957	1956	1955	1954	1953	1952	1951	1950	1949	1948	1947	1946	1945	1944	1943	1942	1941	1940	1939	1938	1937	1936	1935	1934	1933	1932	1931	1930	1929	1928	1927	1926	1925	1924	1923	1922	1921	1920	1919	1918	1917	1916	1915	1914	1913	1912	1911	1910	1909	1908	1907	1906	1905	1904	1903	1902	1901	1900	1899	1898	1897	1896	1895	1894	1893	1892	1891	1890	1889	1888	1887	1886	1885	1884	1883	1882	1881	1880	1879	1878	1877	1876	1875	1874	1873	1872	1871	1870	1869	1868	1867	1866	1865	1864	1863	1862	1861	1860	1859	1858	1857	1856	1855	1854	1853	1852	1851	1850	1849	1848	1847	1846	1845	1844	1843	1842	1841	1840	1839	1838	1837	1836	1835	1834	1833	1832	1831	1830	1829	1828	1827	1826	1825	1824	1823	1822	1821	1820	1819	1818	1817	1816	1815	1814	1813	1812	1811	1810	1809	1808	1807	1806	1805	1804	1803	1802	1801	1800	1799	1798	1797	1796	1795	1794	1793	1792	1791	1790	1789	1788	1787	1786	1785	1784	1783	1782	1781	1780	1779	1778	1777	1776	1775	1774	1773	1772	1771	1770	1769	1768	1767	1766	1765	1764	1763	1762	1761	1760	1759	1758	1757	1756	1755	1754	1753	1752	1751	1750	1749	1748	1747	1746	1745	1744	1743	1742	1741	1740	1739	1738	1737	1736	1735	1734	1733	1732	1731	1730	1729	1728	1727	1726	1725	1724	1723	1722	1721	1720	1719	1718	1717	1716	1715	1714	1713	1712	1711	1710	1709	1708	1707	1706	1705	1704	1703	1702	1701	1700	1699	1698	1697	1696	1695	1694	1693	1692	1691	1690	1689	1688	1687	1686	1685	1684	1683	1682	1681	1680	1679	1678	1677	1676	1675	1674	1673	1672	1671	1670	1669	1668	1667	1666	1665	1664	1663	1662	1661	1660	1659	1658	1657	1656	1655	1654	1653	1652	1651	1650	1649	1648	1647	1646	1645	1644	1643	1642	1641	1640	1639	1638	1637	1636	1635	1634	1633	1632	1631	1630	1629	1628	1627	1626	1625	1624	1623	1622	1621	1620	1619	1618	1617	1616	1615	1614	1613	1612	1611	1610	1609	1608	1607	1606	1605	1604	1603	1602	1601	1600	1599	1598	1597	1596	1595	1594	1593	1592	1591	1590	1589	1588	1587	1586	1585	1584	1583	1582	1581	1580	1579	1578	1577	1576	1575	1574	1573	1572	1571	1570	1569	1568	1567	1566	1565	1564	1563	1562	1561	1560	1559	1558	1557	1556	1555	1554	1553	1552	1551	1550	1549	1548	1547	1546	1545	1544	1543	1542	1541	1540	1539	1538	1537	1536	1535	1534	1533	1532	1531	1530	1529	1528	1527	1526	1525	1524	1523	1522	1521	1520	1519	1518	1517	1516	1515	1514	1513	1512	1511	1510	1509	1508	1507	1506	1505	1504	1503	1502	1501	1500	1499	1498	1497	1496	1495	1494	1493	1492	1491	1490	1489	1488	1487	1486	1485	1484	1483	1482	1481	1480	1479	1478	1477	1476	1475	1474	1473	1472	1471	1470	1469	1468	1467	1466	1465	1464	1463	1462	1461	1460	1459	1458	1457	1456	1455	1454	1453	1452	1451	1450	1449	1448	1447	1446	1445	1444	1443	1442	1441	1440	1439	1438	1437	1436	1435	1434	1433	1432	1431	1430	1429	1428	1427	1426	1425	1424	1423	1422	1421	1420	1419	1418	1417	1416	1415	1414	1413	1412	1411	1410	1409	1408	1407	1406	1405	1404	1403	1402	1401	1400	1399	1398	1397	1396	1395	1394	1393	1392	1391	1390	1389	1388	1387	1386	1385	1384	1383	1382	1381	1380	1379	1378	1377	1376	1375	1374	1373	1372	1371	1370	1369	1368	1367	1366	1365	1364	1363	1362	1361	1360	1359	1358	1357	1356	1355	1354	1353	1352	1351	1350	1349	1348	1347	1346	1345	1344	1343	1342	1341	1340	1339	1338	1337	1336	1335	1334	1333	1332	1331	1330	1329	1328	1327	1326	1325	1324	1323	1322	1321	1320	1319	1318	1317	1316	1315	1314	1313	1312	1311	1310	1309	1308	1307	1306	1305	1304	1303	1302	1301	1300	1299	1298	1297	1296	1295	1294	1293	1292	1291	1290	1289	1288	1287	1286	1285	1284	1283	1282	1281	1280	1279	1278	1277	1276	1275	1274	1273	1272	1271	1270	1269	1268	1267	1266	1265	1264	1263	1262	1261	1260	1259	1258	1257	1256	1255	1254	1253	1252	1251	1250	1249	1248	1247	1246	1245	1244	1243	1242	1241	1240	1239	1238	1237	1236	1235	1234	1233	1232	1231	1230	1229	1228	1227	1226	1225	1224	1223	1222	1221	1220	1219	1218	1217	1216	1215	1214	1213	1212	1211	1210	1209	1208	1207	1206	1205	1204	1203	1202	1201	1200	1199	1198	1197	1196	1195	1194	1193	1192	1191	1190	1189	1188	1187	1186	1185	1184	1183	1182	1181	1180	1179	1178	1177	1176	1175	1174	1173	1172	1171	1170	1169	1168	1167	1166	1165	1164	1163	1162	1161	1160	1159	1158	1157	1156	1155	1154	1153	1152	1151	1150	1149	1148	1147	1146	1145	1144	1143	1142	1141	1140	1139	1138	1137	1136	1135	1134	1133	1132	1131	1130	1129	1128	1127	1126	1125	1124	1123	1122	1121	1120	1119	1118	1117	1116	1115	1114	1113	1112	1111	1110	1109	1108	1107	1106	1105	1104	1103	1102	1101	1100	1099	1098	1097	1096	1095	1094	1093	1092	1091	1090	1089	1088	1087	1086	1085	1084	1083	1082	1081	1080	1079	1078	1077	1076	1075	1074	1073	1072	1071	1070	1069	1068	1067	1066	1065	1064	1063	1062	1061	1060	1059	1058	1057	1056	1055	1054	1053	1052	1051	1050	1049	1048	1047	1046	1045	1044	1043	1042	1041	1040	1039	1038	1037	1036	1035	1034	1033	1032	1031	1030	1029	1028	1027	1026	1025	1024	1023	1022	1021	1020	1019	1018	1017	1016	1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2013 GME Report Card

EXTERNAL	Sufficient Supervision	RESIDENT		Survey ACGME %- COMPLIANT	100
	Climate of Inquiry	RESIDENT		Survey ACGME %- COMPLIANT	85/77
	Climate Where Residents Can Raise Concerns w/o Fear	RESIDENT		Survey ACGME %- COMPLIANT	92
	Satisfied w/ Process for Problems and Concerns	RESIDENT		Survey ACGME %- COMPLIANT	54
	Education Not Compromised by Service	RESIDENT		Survey ACGME %- COMPLIANT	85





2014: 19 Residents (PGY1,2,3)

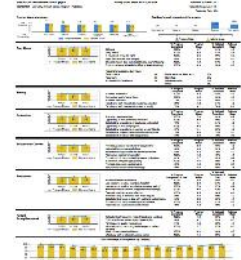
	% Program Compliant / % Yes*	Program Mean	% National Compliant / % Yes*	National Mean
Access to reference materials	100%	5.0	99%	5.0
Use electronic medical records in hospital*	100%	5.0	96%	4.9
Use electronic medical records in ambulatory setting*	100%	5.0	95%	4.8
Electronic medical records integrated across settings*	100%	5.0	81%	4.5
Electronic medical records effective	100%	4.5	94%	4.0
Provided a way to transition care when fatigued	100%	5.0	80%	4.2
Satisfied with process to deal with problems and concerns	60%	3.6	80%	4.1
Education (not) compromised by other trainees	87%	4.3	91%	4.5
Residents can raise concerns without fear	93%	4.3	80%	4.2

- Satisfied with process to deal with problems and concerns
 - % Compliant 60% Mean 3.6 National 80% 4.1
- Residents can raise concerns without fear
 - % Compliant 93% Mean 4.3 National 80% 4.2

2014 GME Report Card

EXTERNAL	Sufficient Supervision	RESIDENT		Survey ACGME %- COMPLIANT	93
	Climate of Inquiry	RESIDENT		Survey ACGME %- COMPLIANT	87
	Climate Where Residents Can Raise Concerns w/o Fear	RESIDENT		Survey ACGME %- COMPLIANT	93
	Satisfied w/ Process for Problems and Concerns	RESIDENT		Survey ACGME %- COMPLIANT	60
	Education Not Compromised by Service	RESIDENT		Survey ACGME %- COMPLIANT	73





2015: 19 Residents (PGY1,2,3)

	% Program Compliant / % Yes*	Program Mean	% National Compliant / % Yes*	National Mean
Access to reference materials	100%	5.0	99%	5.0
Use electronic medical records in hospital*	100%	5.0	97%	4.9
Use electronic medical records in ambulatory setting*	100%	5.0	97%	4.9
Electronic medical records integrated across settings*	100%	5.0	82%	4.5
Electronic medical records effective	100%	4.5	94%	4.1
Provided a way to transition care when fatigued	89%	4.6	80%	4.2
Satisfied with process to deal with problems and concerns	56%	3.8	80%	4.1
Education (not) compromised by other trainees	100%	4.4	91%	4.5
Residents can raise concerns without fear	89%	4.2	80%	4.2

- Satisfied with process to deal with problems and concerns
 - % Compliant 56% Mean 3.8 National 80% 4.1
- Residents can raise concerns without fear
 - % Compliant 89% Mean 4.2 National 80% 4.2

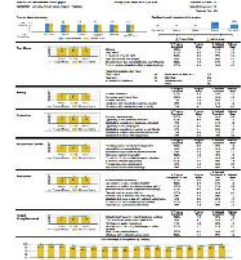
2015 GME Report Card

EXTERNAL	Sufficient Supervision	RESIDENT		Survey ACGME %- COMPLIANT	100
	Climate of Inquiry	RESIDENT		Survey ACGME %- COMPLIANT	78
	Climate Where Residents Can Raise Concerns w/o Fear	RESIDENT		Survey ACGME %- COMPLIANT	89
	Satisfied w/ Process for Problems and Concerns	RESIDENT		Survey ACGME %- COMPLIANT	56
	Education Not Compromised by Service	RESIDENT		Survey ACGME %- COMPLIANT	61



Action Plan: 2015-16

- Residency Committee discussion
 - Led by PD
- Develop “Resident Concerns” Committee
 - Associate PD
 - Resident from each year
 - Subspecialist, general pediatrician
- Presentation to faculty at departmental and divisional meetings
 - Department Chair facilitates



2016: 18 Residents (PGY1,2,3)

	% Program Compliant / % Yes*	Program Mean	% National Compliant / % Yes*	National Mean
Access to reference materials	100%	5.0	99%	5.0
Use electronic medical records in hospital*	100%	5.0	98%	4.9
Use electronic medical records in ambulatory setting*	100%	5.0	98%	4.9
Electronic medical records integrated across settings*	100%	5.0	84%	4.5
Electronic medical records effective	100%	4.6	94%	4.1
Provided a way to transition care when fatigued	72%	3.9	80%	4.2
Satisfied with process to deal with problems and concerns	39%	3.3	80%	4.2
Education (not) compromised by other trainees	83%	4.1	91%	4.5
Residents can raise concerns without fear	78%	4.1	81%	4.2

- Satisfied with process to deal with problems and concerns
 - % Compliant 39% Mean 3.3 National 80% 4.2
- Residents can raise concerns without fear
 - % Compliant 78% Mean 4.1 National 81% 4.2

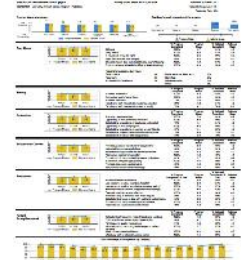
2016 GME Report Card

EXTERNAL	Sufficient Supervision	RESIDENT		Survey ACGME %- COMPLIANT	100
	Climate of Inquiry	RESIDENT		Survey ACGME %- COMPLIANT	83
	Climate Where Residents Can Raise Concerns w/o Fear	RESIDENT		Survey ACGME %- COMPLIANT	78
	Satisfied w/ Process for Problems and Concerns	RESIDENT		Survey ACGME %- COMPLIANT	39
	Education Not Compromised by Service	RESIDENT		Survey ACGME %- COMPLIANT	50



NEW Action Plan: 2016-17

- Rename “Resident Concerns” Committee to “Wellness Committee!”
- Resident Program Retreat
 - Residents and faculty
 - Review program accomplishments (3 years of graduates)
 - Define what what we are doing
 - Develop new mission/vision statements
- Residency recruitment workshop prior to recruiting season
 - Residents and faculty



2017: 18 Residents (PGY1,2,3)

	% Program Compliant / % Yes*	Program Mean	% National Compliant / % Yes*	National Mean
Access to reference materials	100%	5.0	99%	5.0
Use electronic medical records in hospital*	100%	5.0	99%	5.0
Use electronic medical records in ambulatory setting*	100%	5.0	98%	4.9
Electronic medical records integrated across settings*	100%	5.0	85%	4.5
Electronic medical records effective	100%	4.6	95%	4.1
Provided a way to transition care when fatigued	83%	4.3	81%	4.2
Satisfied with process to deal with problems and concerns	72%	4.0	81%	4.2
Education (not) compromised by other trainees	78%	4.0	91%	4.5
Residents can raise concerns without fear	78%	4.3	82%	4.2

- Satisfied with process to deal with problems and concerns
 - % Compliant 72% Mean 4.0 National 81% 4.2
- Residents can raise concerns without fear
 - % Compliant 78% Mean 4.3 National 82% 4.2

2017 GME Report Card

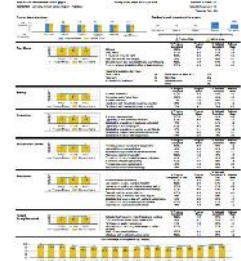
Category	Metric	Target	Actual	Status	Comments
Internal	Resident Satisfaction	85%	83%	Green	
	Faculty Satisfaction	85%	83%	Green	
	Program Director Satisfaction	85%	83%	Green	
	Resident Education	85%	83%	Green	
	Faculty Education	85%	83%	Green	
	Program Director Education	85%	83%	Green	
	Resident Research	85%	83%	Green	
	Faculty Research	85%	83%	Green	
	Program Director Research	85%	83%	Green	
	Resident Quality Improvement	85%	83%	Green	
External	Resident Satisfaction	85%	83%	Green	
	Faculty Satisfaction	85%	83%	Green	
	Program Director Satisfaction	85%	83%	Green	
	Resident Education	85%	83%	Green	
	Faculty Education	85%	83%	Green	
	Program Director Education	85%	83%	Green	
	Resident Research	85%	83%	Green	
	Faculty Research	85%	83%	Green	
	Program Director Research	85%	83%	Green	
	Resident Quality Improvement	85%	83%	Green	

EXTERNAL	Climate of Inquiry	RESIDENT		Survey ACGME %- COMPLIANT	94/72	83
	Climate Where Residents Can Raise Concerns w/o Fear	RESIDENT		Survey ACGME %- COMPLIANT	78	78
	Satisfied w/ Process for Problems and Concerns	RESIDENT		Survey ACGME %- COMPLIANT	72	39
	Education Not Compromised by Service	RESIDENT		Survey ACGME %- COMPLIANT	61	50



Action Plan: 2017-18

- Graduate alumni invited to graduate dinner
- Residency recruitment workshop prior to recruiting season
 - Residents and faculty
 - Define “Best Fit” resident



2018: 18 Residents (PGY1,2,3)

	% Program Compliant / % Yes*	Program Mean	% National Compliant / % Yes*	National Mean
Access to reference materials	100%	5.0	99%	5.0
Use electronic medical records in hospital*	100%	5.0	99%	5.0
Use electronic medical records in ambulatory setting*	100%	5.0	99%	4.9
Electronic medical records integrated across settings*	100%	5.0	87%	4.5
Electronic medical records effective	100%	4.7	95%	4.2
Provided a way to transition care when fatigued	83%	4.3	81%	4.2
Satisfied with process to deal with problems and concerns	78%	4.0	81%	4.2
Education (not) compromised by other trainees	83%	4.2	90%	4.5
Residents can raise concerns without fear	89%	4.3	82%	4.2

- Satisfied with process to deal with problems and concerns
 - % Compliant 78% Mean 4.0 National 81% 4.2
- Residents can raise concerns without fear
 - % Compliant 89% Mean 4.3 National 82% 4.2

2018 GME Report Card

Overall Performance Summary		2017	2018	2019	2020	2021	2022	2023	2024	2025
INTERNAL	Board Governance	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Composition	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Effectiveness	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Transparency	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Accountability	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Communication	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Engagement	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Leadership	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Oversight	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Board Innovation	100%	100%	100%	100%	100%	100%	100%	100%	100%
EXTERNAL	Community Engagement	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Outreach	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Support	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Involvement	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Feedback	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Partnership	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Collaboration	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Empowerment	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Leadership	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Community Innovation	100%	100%	100%	100%	100%	100%	100%	100%	100%

EXTERNAL	Climate of Inquiry	RESIDENT		Survey ACGME %- COMPLIANT	100/94
	Climate Where Residents Can Raise Concerns w/o Fear	RESIDENT		Survey ACGME %- COMPLIANT	89
	Satisfied w/ Process for Problems and Concerns	RESIDENT		Survey ACGME %- COMPLIANT	78
	Education Not Compromised by Service	RESIDENT		Survey ACGME %- COMPLIANT	78



Lessons Learned

- Promote collegiality between faculty and residents
 - Seek opportunities for collaboration
- Develop mission statement that matches the program
 - Or develop program that matches your mission statement
- Rank applicants who are a best fit

CONFIDENTIAL OR NOT?

DEALING WITH THE GOSSIP AND CONFIDENTIALITY



THE MILLENNIAL

- PGY3
- GOOD KNOWLEDGE BASE
- GOOD COMMUNICATION SKILLS
- NO PATIENT COMPLAINTS
- GETS ASSIGNED WORK FINISHED
- GETS GREAT EVALUATIONS ON ONE ON ONE ROTATIONS

THE MILLENNIAL

- LOW LEVEL UNPROFESSIONALISM
- COMPLAINS THAT OTHERS ARE THREATENING HIM
- TELLS A JUNIOR RESIDENT TO STOP CALLING HIM
- RESPONDS TO PROBATION WHILE ON IT
- NO "EGREGIOUS " PROFESSIONALISM ISSUES

THE MILLENNIAL

- WHAT TO DO ?
- OTHER RESIDENTS WANT HIM “DEALT WITH”
- ABP PROFESSIONALISM OPTION

SQUIRREL

- PGY1
- GOOD KNOWLEDGE BASE ON PAPER
- ENTHUSIASTIC AND ENERGETIC
- LIKEABLE
- GOOD WITH PATIENTS

SQUIRREL

- HISTORY OF ADHD
- ANXIETY
- PREGNANCY SURPRISE
- OFF MEDS
- LOTS OF COMPLAINTS

SQUIRREL

- WHAT TO DO?
- THE RESIDENTS ARE TALKING....
- THE FACULTY ARE WORRIED....

Audience Discussion...



Thank you!

Dude, I'm telling you,
size doesn't matter!

Yeah, try telling
that to Pluto.



Mercury Venus Earth Mars Jupiter Saturn Uranus Neptune