

Is Your Iceberg Really Melting?



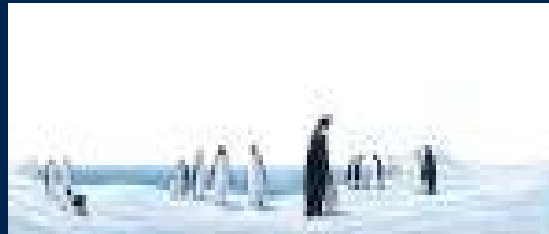
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No conflicts of interest to report

Introduction

- Phase 1 Milestones and Other ACGME Changes
- Phase 2 Milestones and Other ACGME Changes
- Similarities with “Our Iceberg is Melting”



Goals and Objectives

- Recognize change as universal and constant
- Address resistance to change
- Discuss methods to encourage “buy in” to change
- Maintaining momentum

Group Activity

- If you are wearing a jacket or sweater that can be removed, will you please stand up?
- If you are willing, please remove your jacket or sweater.
- Thank you.

Here's the Challenge:

- Using the hand you do not write with,
- Please put your garment back on.

Quick Review

Our Iceberg is Melting



Group Activity 2

1. Locate the blue paper at the back of your handout.
2. Please read the descriptions for the Penguins then answer the questions on the back based on your training program.
3. Select *only* one character per question.



Questions:

1. Which character best describes your program leadership?

2. Which character best describes you?

3. Which character do you avoid?



_____ Fred _____ Alice _____ NoNo _____ Buddy

_____ Louis _____ Scouts _____ Professor _____ Sallie Ann

OUR ICEBERG.....

ACGME Changes



Building the Toolbox

1. True Urgency

- **Resistance**
- **The pulse of change**
- **Communication**
- **Define leaders, team players, and barriers**

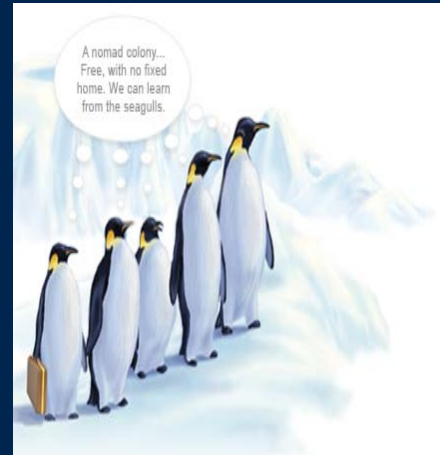


2. Create a guiding coalition – Teamwork



3. Develop the Vision - Action Plan

- **Easy to communicate**
- **Understandable**
- **Easy to remember**



4. Buy in from All – Communication



5. Empower and Inspire

- **Define and remove barriers**
- **Champions of Change**
- **Communicate the vision and long term benefits**
- **Empower every level**



6. Incorporate short term wins



7. Do Not Let Up! Go Team Go!

- **Resistance**
- **Raising the bar - balancing**
- **Reinforce urgency, press harder**



8. Create a New Culture -Make it Stick



The Eight Step Process of Successful Change:

1. True Urgency
2. Create a Guiding Coalition – Teamwork
3. Develop the Vision – Action Plan
4. Buy In From All – Communication
5. Empower and Inspire
6. Incorporate Short Term Wins
7. Do Not Let Up! Go Team Go!
8. Create a New Culture – Make It Stick!

Summary



Before we leave...

1. Please stand up
2. Bring your arms straight out in front of you
3. Clap rapidly 5 times

**Everyone deserves a standing ovation
because...**

We Are All True Heroes for Our Programs!!!!!!!



Reference Acknowledgement

**Kotter, J. & Rathgeber, H. (2005)
Our Iceberg is Melting; Changing and Succeeding
Under Any Conditions. NY: St. Martin's Press**

Please Provide Feedback

<https://www.appd.org/amsurvey/>



Thank You!

Questions or Comments?

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