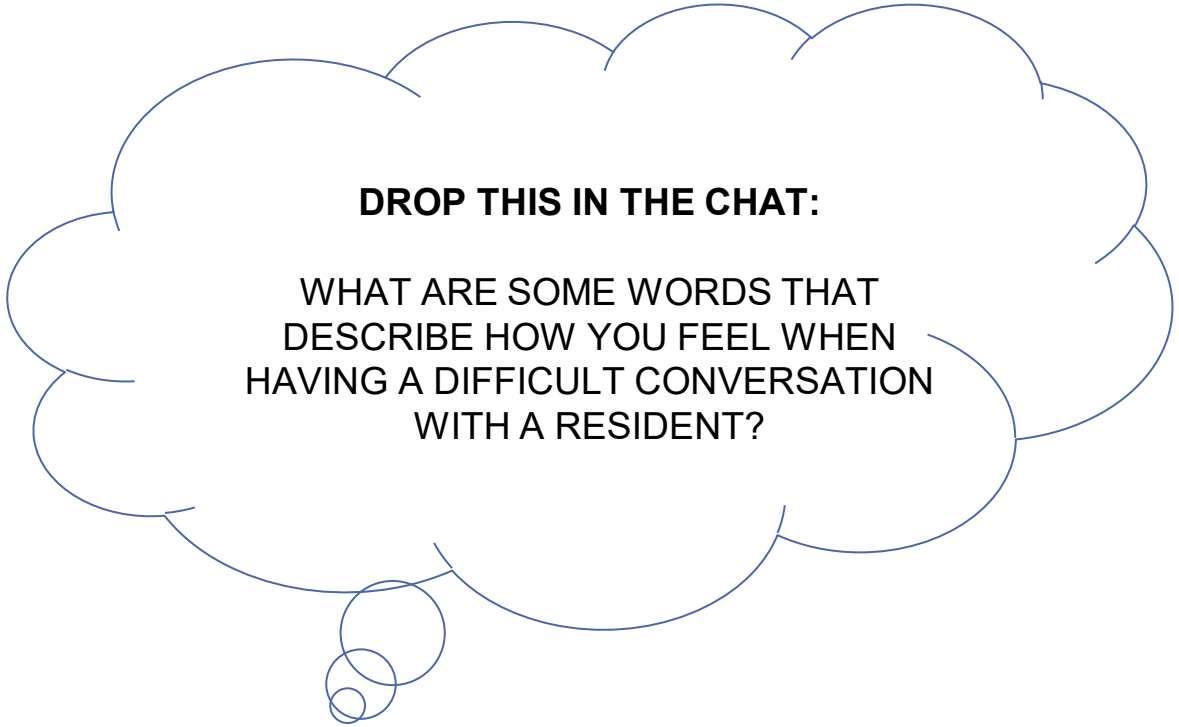
Association of Pediatric Program Directors

WELCOME! THANK YOU FOR BEING HERE!



Association of Pediatric Program Directors

APPD CREC VIRTUAL CAFE

“Chiefing 102”: Having Difficult Conversations with Residents as You Transition from Peer to Leader

August 9, 2023

Association of Pediatric Program Directors

OBJECTIVES

- Identify challenges in communication as Chief Residents.
- Discuss a framework for how to approach challenging conversations.
- Practice using communication skills in approaching challenging conversations.

Association of Pediatric Program Directors

WELCOME FROM THE CHIEF RESIDENT EXECUTIVE COMMITTEE (CREC)!

PURPOSE

The Committee is formed to represent the interests of the Chief Resident members of the APPD, including, but not limited to:

- Chief Resident professional development as educators, administrators, leaders, and clinicians
- Resident education
- Resident wellness

CREC LEADERSHIP

Faculty Leads



Blair Dickinson, MD, MS
St. Christopher's Hospital for Children



Jay Homme, MD
Mayo Clinic

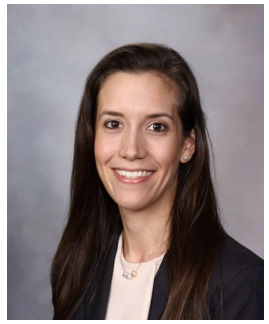
Faculty Mentors



Alisa Acosta, MD
Baylor College of Medicine



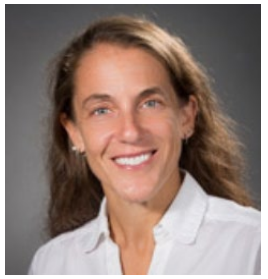
Sophia Goslings, MD
University of South Alabama



Margarita Corredor, MD
University of Rochester Medical Center



Eric Zwemer, MD
UNC Health



Cheryl Taurassi, MD
Cohen Children's Medical Center

APPD CREC 2022-2023



Chair: Zuri Hudson, DO

Graduated Chief Resident
Children's Mercy Hospital



Vice Chair: Ryan Lion, MD

Graduated Chief Resident
Stanford University



Secretary: Libby Ireson, MD

Graduated Chief Resident
Cincinnati Children's Hospital Medical Center



Member-at-Large: Taylor Olian, DO

Graduated Chief Resident
Jersey Shore University Medical Center



Member-at-Large: Matthew Present, MD

Graduated Chief Resident
Univ. of Rochester Medical Center



Member-at-Large: Kristin Sundy-Boyles, MD

Graduated Chief Resident
Nationwide Children's Hospital

APPD CREC 2023-2024



Chair: Melissa Rubin, MD

Chief Resident
Columbia University NY-Presbyterian Morgan Stanley Children's Hospital



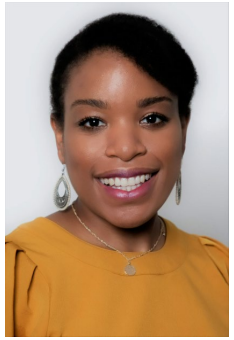
Vice Chair: Vidya Menon, MD

Chief Resident
Emory University School of Medicine



Secretary: Hannah Estes, MD

Chief Resident
University of Tennessee



Member-at-Large: Chantel Johnson, MD

Chief Resident
Westchester Medical Center at New York College of Medicine



Member-at-Large: Richa Gupta, MD

Chief Resident
University of Rochester Medical Center



Member-at-Large: Dean Phillips, MD

Chief Resident
Medical University of South Carolina

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COMMUNICATION

COMMUNICATION

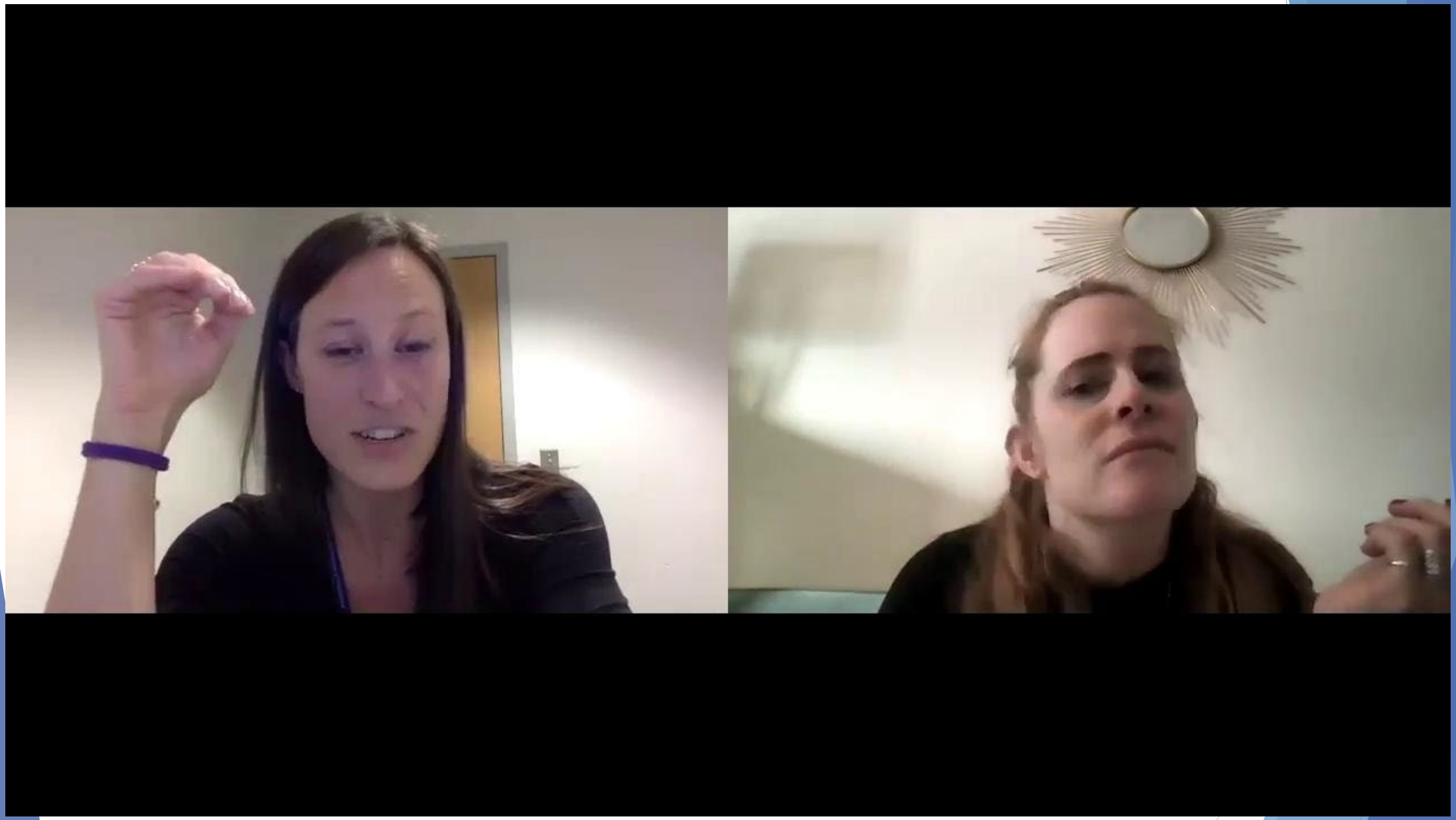
A CORE SKILL FOR CHIEF RESIDENTS

- Sharing important information
- Communicating program needs
- Advocating for residents' needs and concerns
- Facilitating communication among peers, faculty, and program









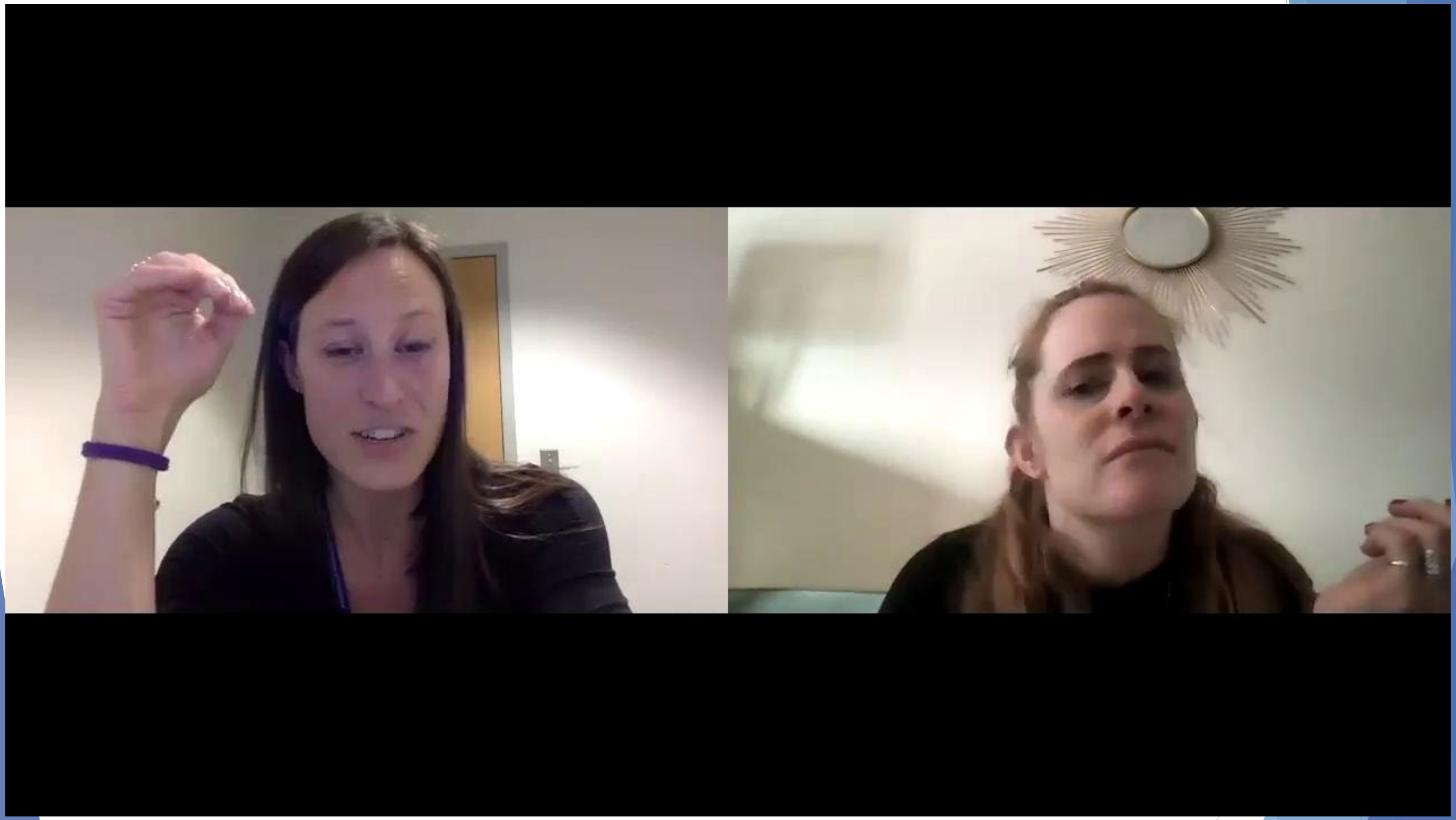
VIDEO REFLECTION

HOW DID THAT CONVERSATION GO?

Please share in chat or unmute yourself:

- What worked well?
- What did not work well?
- Any other thoughts or reflections?





VIDEO REFLECTION

HOW DID THAT CONVERSATION GO?

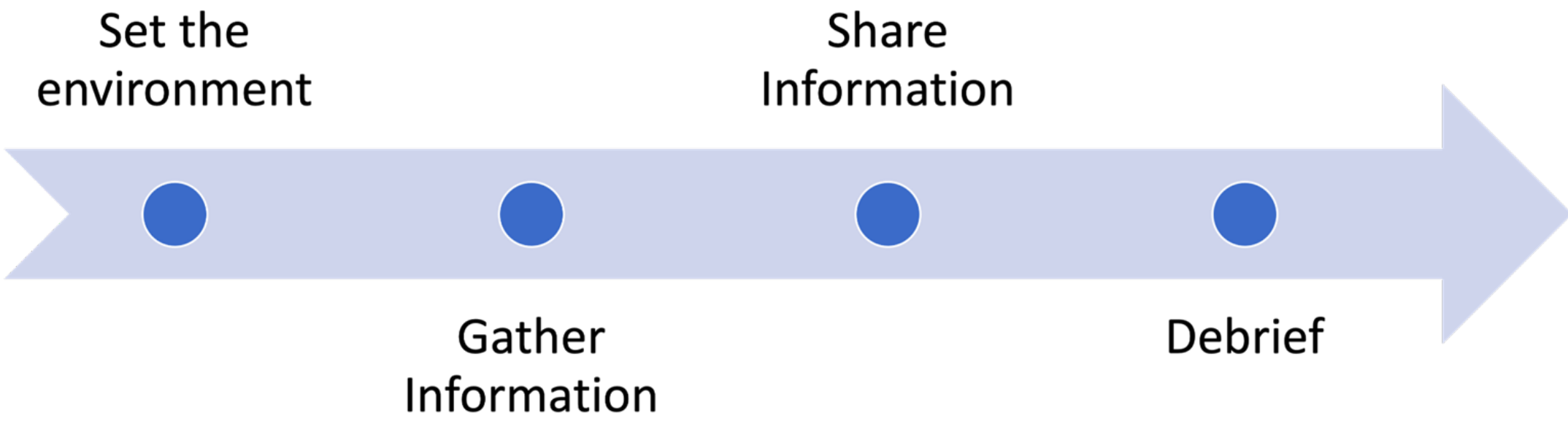
Please share in chat or unmute yourself:

- What worked well?
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PLANNING DIFFICULT CONVERSATIONS

A ROAD MAP



SETTING THE ENVIRONMENT

- In person vs. phone vs. Zoom
- Find coverage for your pager
- Who should be part of the conversation?
  - One-on-one
  - Other parties affected
  - Program leadership
- Wire your brain for positivity!
  - Imagine how things could go as WELL as possible!



GATHERING INFORMATION

PREPARING THE MESSAGE



- What information will be discussed? Will background information be needed?
- Who should you talk to before the discussion?
- What information needs to be documented?

SHARING INFORMATION

DELIVERING THE MESSAGE



SHARING INFORMATION

RESPONDING TO EMOTION



Back, Anthony, and Robert Arnold. *Mastering communication with seriously ill patients: balancing honesty with empathy and hope*. Cambridge University Press, 2009.

DEBRIEFING

CHECK IN ON YOURSELF, EACH OTHER

Check-in: How are YOU doing?

Take some time for yourself

- After a challenging conversation
- To think about a situation
- When you need it

What has been your experience so far?

____

CASE 1: NEED FOR BACKUP

It's New Year's eve, and one of your residents, Charlie, paged you this morning indicating they were vomiting, had fever, and diarrhea, with sudden onset the day before. You see that on backup is your friend Alex, a PGY3 who told you they "really hoped they would not get called for backup this weekend, as [they] have tickets for a New Year's Eve concert that day."

Later in the day, you get an angry set of messages from Alex, who saw on IG that Charlie had attended that same event and was posting it on Instagram instead of working the scheduled shift.

What setting would be best for this conversation?
How would you approach the situation?
Do you need any additional information?
Do you need to involve anyone else in the conversation? If so, who?

CASE 2: INTERPERSONAL CONFLICT

You are in your office when the attending on the inpatient team comes in and closes the door to speak with you privately. He shares that one of the residents has been coming in late to rounds and also has missed important orders for patient care. Most recently, the resident got into a verbal altercation with another resident in the team after a patient was discharged later than expected. When you ask if the attending spoke with the residents involved, he said that he wanted you to have that conversation.

What setting would be best for this conversation?
How would you approach the situation?
Do you need any additional information?
Do you need to involve anyone else in the conversation? If so, who?

CASE 3: BURNOUT

A senior resident approaches with you concerns about their intern. They used to be very reliable but have started coming late to shifts and occasionally not presenting to shifts at all. When present, they are variably engaged. You approach the intern to check in and they explain that they were tired or felt sick with nonspecific symptoms.

What setting would be best for this conversation?
How would you approach the situation?
Do you need any additional information?
Do you need to involve anyone else in the conversation? If so, who?

Educational Scholarship Plug

- Have you and your co-chiefs decided on a question or questions you want to answer this year? What do you hope to achieve?
- Here's a great place to start:
  - Who outside of the chiefs office can hold you and your co-chiefs accountable?
  - How have you chosen to measure your goal? Have you started collecting data?

Worksheet with conference deadlines and backward visioning exercise: →

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KEEP IN TOUCH!

PLEASE JOIN THE APPD CREC CHIEF RESIDENT PEER MENTORSHIP NETWORK! MEET OTHER CHIEF RESIDENTS, DISCUSS COMMON CHALLENGES, AND BRAINSTORM SOLUTIONS!

Chief Resident Peer Mentorship Network