Slide 1

Novel Practices:
Efficiently Changing Program Culture

Mada F. Helou MD
Nicholas Pesa MD

1

Slide 2

Learning Objectives

• 1. Clearly Articulate the 3 steps of Appreciative Inquiry (AI) Methodology

• 2. Describe a method for efficient task assignment during AI sessions

• 3. Describe the purpose of an Education Fund Policy

• 4. Describe the purpose of a Curriculum Change Form

2
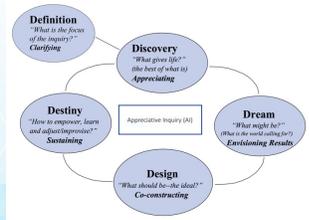
Slide 3

Culture Change is a Living Process

3

Slide 4

Positive Culture

4

Slide 5

Productive Town Hall

5

Slide 6

Appreciative Inquiry (AI)

6

Slide 7

Resident Recruitment & AI

- **Definition** – Clarifying
  - What is the focus of the inquiry?

- **"Is our recruitment strategy as successful as it could be?"**

7

Slide 8

Resident Recruitment & AI

- **Discovery** – Appreciating
  - What gives life?

- **Positives**
  - **Camaraderie amongst residents**
  - **Responsive leadership**
  - **Strong clinical training**

8

Slide 9

Resident Recruitment & AI

- **Dream** – Envisioning Results
  - What is the world calling for? What might be?

- **Ideal State? More contemporary style**
  - **Updated Website**
  - **Updated Social Media**
  - **Increased web opportunities to learn about the program**
  - **Basically... Updated _everything_!**

9

Slide 10
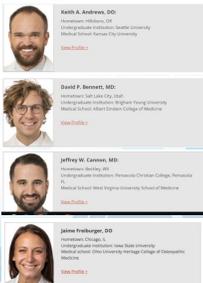
Resident Recruitment & AI

- **Design** – Ideal, Co-Constructing
  - What _should_ be?

- **What is more contemporary?**
  - **Website that includes personal information (in addition to achievements)**
  - **Social Media that reflects the current state of the residency**
    - **Student Doctor**
    - **Twitter**
    - **Instagram**
  - **Meet and greets etc.**

10

Slide 11

How was work divided?

- Website profile creation

- Student Doctor profile update

- Twitter creation & maintenance
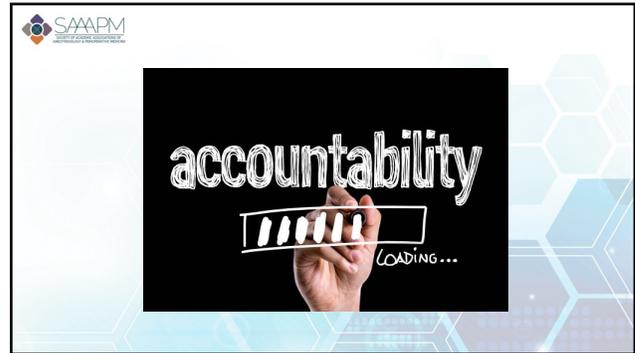
- Instagram (created later)

11

Slide 12

Resident Recruitment & AI

- **Destiny** – Sustaining
  - How to empower, learn, and adjust / improvise

- **Incorporate suggestions into existing processes**
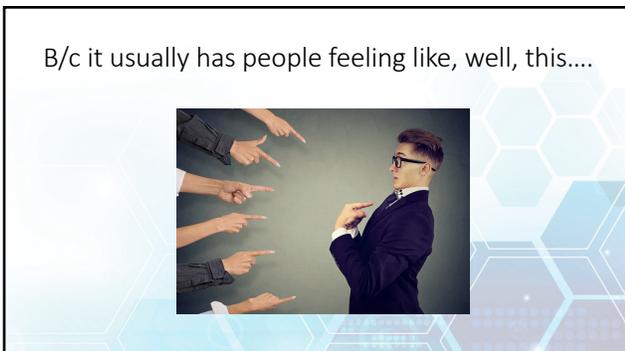 - **E.g. When residents match with us, they are asked to fill a personal page template**
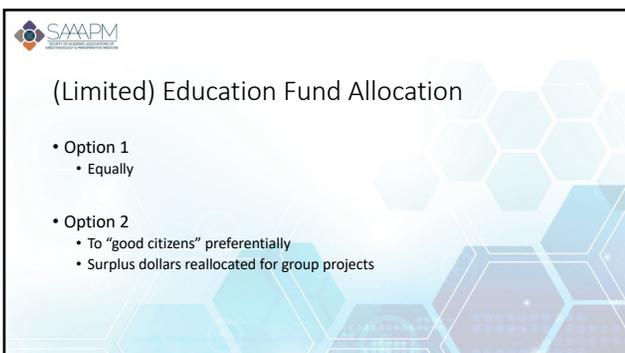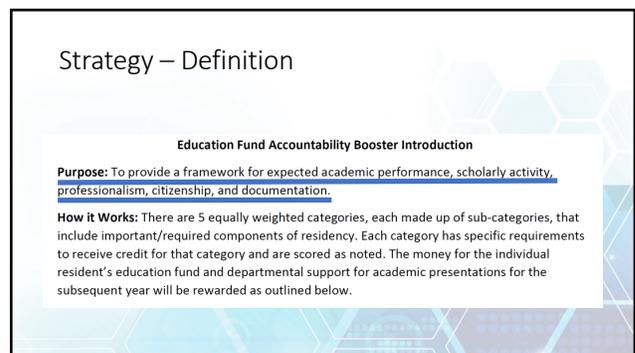
12

Celebrate Success!!

13

14

B/c it usually has people feeling like, well, this….

15

What it's really about…

16

(Limited) Education Fund Allocation

- Option 1
  - Equally

- Option 2
  - To "good citizens" preferentially
  - Surplus dollars reallocated for group projects

17

Strategy – Definition

Education Fund Accountability Booster Introduction

Purpose: To provide a framework for expected academic performance, scholarly activity, professionalism, citizenship, and documentation.

How it Works: There are 5 equally weighted categories, each made up of sub-categories, that include important/required components of residency. Each category has specific requirements to receive credit for that category and are scored as noted. The money for the individual resident's education fund and departmental support for academic presentations for the subsequent year will be rewarded as outlined below.

18

Strategy – Transparent Scoring

Scoring:

5/5 Completed Categories = 100% of subsequent academic year's education fund, departmental support of scholarly presentations at conferences, equal share of redistributed education funds

4/5 Completed Categories = 100% of subsequent academic year's education fund, departmental support of scholarly presentations at conferences, no redistributed education funds

3/5 Completed Categories = 50% of subsequent academic year's education fund, no further support

0,1, or 2/5 Completed Categories = 0% of subsequent academic year's education fund

19

Strategy – Clear Expectations

Professionalism
(3/4 of the following sub-categories must be complete to gain full credit for this category)

Conference Attendance
Attendance at >80%

ACGME Survey
Completion prior to February 1st

Journal Club
Attendance >80%

MyEvaluations
Completion rate >80%

Note: Conference and journal club attendance denominator will be adjusted according to the number of conferences the resident could have gone too. If the resident was post-call, on-call, etc (outlined in the resident manual)... this will not count against them.

20

21

Curriculum Change Form

22

23

24

4