



Snap Talk: Are Our Trainees Checked Out? Let's Check-In! A Low Stakes, Systematic Approach to Checking In On Trainees' Progression

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Objectives

- Participants will be able to...
 - Recognize the value of proactive communication with trainees
 - Identify one possible system for routinely reaching out to check on trainees to gather information about their needs and progress
 - Reflect on how they might develop a system for use with their trainees



Why Check In?



“Sense of belonging” → retention and persistence (Hoffman et al, 2002)
 Connection → well-being → resilience → flourishing (Noble & McGrath, 2012)
 Loneliness, lack of support → burnout (Eris & Barut, 2020)
 Generally “low awareness and little take-up of institutional support services” (Dhillon, McGowan, & Wang, 2008)
 “Help avoidance” and resistance to seeking help prevalent in medical field (Chew-Graham, Rogers, & Yassin, 2003)



An Approach

Residents receive a 3-question survey once per month
 Option to complete anonymously
 ‘Schedule send’ is my friend!

Which best describes you right now?
 I'm great!
 I'm ok.
 I'm not great, but I'm making it.
 I could use a check-in.

If you'd like a check-in, is there a specific topic or person you'd like to connect with?
 What could you do to help yourself right now?

List of well-being and wellness resources from GME, ACGME, and Department with links



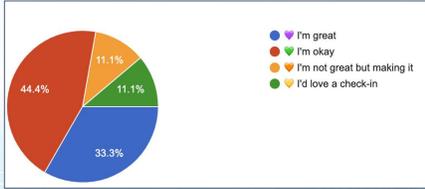
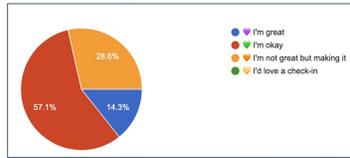
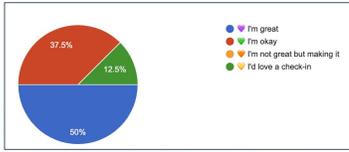
Next Steps

Responses are reviewed and aggregate data is shared with residency leadership
 Follow-up with individuals as needed
 Email from me generally checking in
 Email connection to specific person re: need or topic
 Connection to specific resources



Benefits and limitations

- High-level snapshot of how residents are doing at that point in time
- Residents don't have to proactively reach out if they have a need
- Addressing concerns and providing support before issues escalate
- Individualize support
- Residents encouraged to think about their own wellbeing
- Optional to participate; unclear if we are missing people
- Not every need is “solvable”
- Difficult to identify the ideal person/people to review these
- Rarely: confidentiality vs. safety?



How I can help you

Check-In Example Responses

On my time off, I'm often too exhausted from the stress of the week being a new CA1. I think I would like some resources or directions regarding ways to be mindful and utilize my time off to its potential. I have previously spoken with our BJH psychologist/counselor but the hours available often did not work with my available schedule as a resident.

As a resident I would love some free/discounted access to mindfulness/meditation resources such as books or an online program/app. I know that there are some classes available online on the wellness website but again often times do not work with resident work hours

Quitting residency

I think I'm getting nervous about finding time/motivation to study. I know the ITE and basic exams will come up quicker than I expect. Wouldn't mind discussing this!

Can we meet to review my study plan?

I'm procrastinating... can you send me emails to remind me to be studying?

Need to talk to someone about burnout. I'm frustrated about my schedule.

I don't know who but I need someone to check in.

I'm not sure about fellowship vs. private practice. Could you ask my mentor to reach out?



What could you do for yourself?

Start exercising more!

Eat healthier. After particularly long or stressful day I've been eating more candy/junk food and drinking a beer or two which I normally don't do. I will look to find a replacement to these bad habits with some other stress relief/comfort.

Take a nap

Exercise more often

Need to be able to get home on time more :(

Focus on one positive thing daily. Overall I could be more content with what I have instead of focusing on what I don't have.

A little more sleep would be good



Making dedicated time to study and making a doctor's appointment.

I'm actually feeling better than last month. OB really helped and now on peds. Hard to be sad around cute children.

I should call my mom.

Get off this rotation!

I should make time this weekend to see some friends.

Make a vet appointment for my dog.



References

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