

Building a Better Advisor Program: Meeting the Needs of Your Residents and Faculty Under the Next Accreditation System



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Mount Carmel Family Medicine Residency



Columbus, Ohio



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Objectives

- By the end of this session, the participant will be able to:
 - Discuss the varying roles that faculty advisors may hold relative to resident professional development
 - Describe models for advisor meeting structure that integrate direct observation and formative feedback provision and analysis
 - Endorse the role of the advisor in resident milestone assessment decisions and describe the relationship of this role to the CCC.

Role 1: The Academic Advisor



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The Academic Advisor

- Initial role of the advisor in 2008
- Responsibilities include
 - Monitoring academic performance
 - Review of rotation evaluations
 - Review of ITE scores
 - Resource for academic difficulties

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The Academic Advisor

- Expanded to include oversight of:
 - PEAC module completion
 - SAM and Part IV MOC completion
 - Board Preparation
 - Presentation/Scholarly Activity oversight
 - Resident-led didactic sessions (IPS, M&M, Journal Club)
 - Includes senior research project

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Role 2: The Counselor



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The Counselor

- Advisor assignment takes into account interests and personality to find the correct fit
- Open door policy– scheduled meetings are a MINIMUM frequency
- Advisors typically available to residents 24/7 via phone if needed
- Confidentiality as requested by resident

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The Counselor

- Can assist with:
 - Physical difficulties
 - Emotional difficulties
 - Interpersonal conflicts
 - Performance/learning difficulties
 - Career decision difficulties

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Role 3: The Coach



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The Coach

- Formation of IEP
- Works one-on-one with advisee with Direct Observation
- Helps to set and meet career goals
- Individual simulation exercises (if necessary)

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Role 4: The Assessor



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The Assessor

- Paired preferentially with advisee during precepting
- Completes direct observation assessments regarding milestone achievement
- Completes milestone evaluation every 6 months

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Role 5: The CCC Liaison



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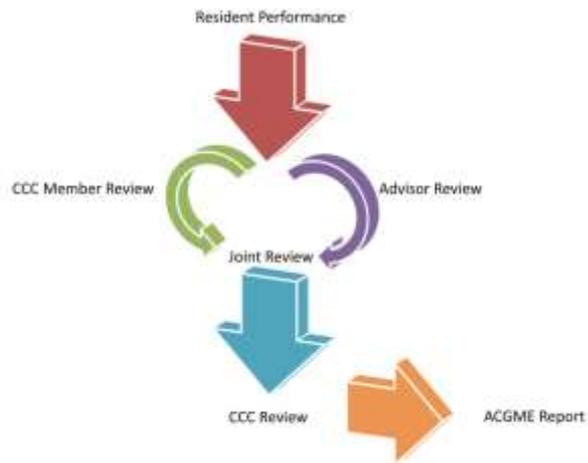
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The CCC Liaison

- Important part of the biannual resident assessment against the ACGME milestones
- Part of a system of checks and balances to ensure accurate resident progress determination
- Provide insight into some of the more difficult to assess milestones
- Interpret and synthesize the results of formative feedback (QuickNotes)

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CCC Structure



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Report back to the resident

- Review CCC final determinations
- Review resident self-assessment
- Meet with resident to discuss
 - Areas of strength
 - Opportunities for improvement
 - Discordance
- Complete Advisor Milestone Review Form
- Co-develop Individual Education Plan (IEP)

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Advisor Milestone Review Form

Advisor Milestone Review Form



Residence Data For Form
PC-2
 Family Medicine
 1/16/2011 to 2/16/2012

Comments

Faculty Patrick Graham
1/16/12

What milestone (or CCL Milestone assessment, in which sub-assessment did the resident have the strongest performance? (3rd lowest)

AM-2 (Medical knowledge base: Prof (Professionalism), Prof (Diversity and community))

What portion of the CCL Milestone assessment, which were the sub-assessments that the resident has the most opportunity for improvement?

PC-2 (Care of acutely ill patients); PC-2 (Care of patients with chronic conditions); C-2 (Developing meaningful therapeutic relationships with doctors and families)

Were there any sub-assessments in which the resident was critically deficient (did not perform that)?

C-2 (Communication with patients, families and the public)

For each where there was opportunity for improvement, please list at least one specific observation that you and the resident had (and suggest an alternative)

PC-2 (Patient history-taking skills in situations) (A) PC-2 (Review evidence-based guidelines before starting patients with Acute Care) (B) C-2 (Increase direct observation through video observation with Dr. Director)

For any area where there is a critical deficiency, what specific observation have you identified upon and to what performance will there be taken up?

C-2 (Increased direct observation over the next 1-2 months with observation of every patient encounter Meeting after patients)

Were there any other areas where there were major deficiencies between the resident's self assessment and the CCL assessment? If so, what were they? (3rd lowest)

Based off high on C1 and C2.

If there was a major deficiency, what is the resident's perspective for their self rating?

Resident felt that patient panel was skewed and he had difficult patients.

C-2 (Increased direct observation of video review meeting & increased presentation - Meeting on history taking after)

(Special Comments)
 Annual progress report completed with a final identified areas in need of improvement. Request to have panel weights and difficulties with observations. Will address with observation and video review as above.
 Monthly feedback evaluation signed and e-mailed this document on: 2/13/2012 2:28:28 PM (C)
 Milestone Submission on: 2/13/2012 2:28:28 PM (C)
 2/13

Role 6: The Advocate



The Advocate

- Participates in six month review with Program Director
 - Helps to fill in the gaps of discussion
 - Reinforces IEP strategies and timelines
- Participates in Progress Committee
 - Recommend referral to the Progress Committee
 - Supports resident through process
 - Regular follow up to assist with Progress Committee plans
 - Assists with determination of when resident completes time with the Progress Committee

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Putting it all together...



And making it work!



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Poll Question:

How often do your advisors meet with their advisees?

- 1. Only as needed
- 2. Annually
- 3. Every 6 months
- 4. Quarterly
- 5. Monthly
- 6. More than monthly

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The Advisor Meeting Structure

- Monthly meetings (minimum)
 - 20 min to 1 hr
- Scheduled by our Behavioral Science Director or at resident request
- Linked to Direct Observation schedule

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Monthly Advisor Report

Advisor Report



[Subject Name]
[Subject State]
[Subject Program]
[Evaluator Name]
[Evaluator State]
[Evaluator Program]

[Evaluator Name]
[Evaluator State]
[Evaluator Program]

What is your Advisor's current receipt?

Remaining Characters: 5,000

What difficulties, if any, has your Advisor encountered during this receipt?

Remaining Characters: 5,000

Were the Goals and Objectives from the current mission reviewed with the resident agent?

Yes No

What is the status of your Advisor's procedures and policies documentation from last month?

Remaining Characters: 5,000

What is the status of your Advisor's continuing professional education? (This includes Board Review, Continuing Medical Education, Journal Club, MOC, Technology Use and Quality Improvement Project)

Remaining Characters: 5,000

What is your Advisor's progress toward completion of a SAR or plan for completing a SAR?

Remaining Characters: 5,000

Which findings include (do your Advisor) concerns from the past block? Are there any areas of concern that remain of the resident?

Remaining Characters: 5,000

What is the progress of your Advisor's Scholarship Project? What is their advisor regarding the project? Where do they fall on the Scholarship Timeline? What is their next step?

Remaining Characters: 5,000

Were the Goals and Objectives for next block reviewed with the resident?

Yes No

What is the mission for next block? Will you be in it? Are there any concerns?

Remaining Characters: 5,000

Please comment on the results of the Qualifying and end of rotation evaluations received since last hearing. Which evaluations were received?

Remaining Characters: 5,000

Were QuizTastic evaluations reviewed with the resident?

Yes No

What is your Advisor's Board Preparation plan? How were their scores on their training examination? Are there any areas of concern? If so what is the agreed upon action plan to address these areas?

Remaining Characters: 5,000

Is the resident spending study hours appropriately in their preparation per CME policy within 48 hours? Were there any study hour violations and if so were they discussed? Please comment on any needs for assistance.

Remaining Characters: 5,000

What committee is your advisor currently on? What is their role and level of involvement? Are they spending enough?

Remaining Characters: 5,000

What is your Advisor's area of interest? Have they considered what position setting they have the most interest in? What is the program help them determine/achieve their goals?

Remaining Characters: 5,000

What type of off hour is your Advisor engaging in? Are they getting adequate rest and exercise? Do they have good support networks? Do they have any additional life interests with which they are balancing? If so, what resources have you offered to them?

Remaining Characters: 5,000

Poll Question:

What role(s) do your advisors serve in your program?

1. Academic Advisor
2. Counselor
3. Coach
4. Assessor
5. CCC Liaison
6. Advocate

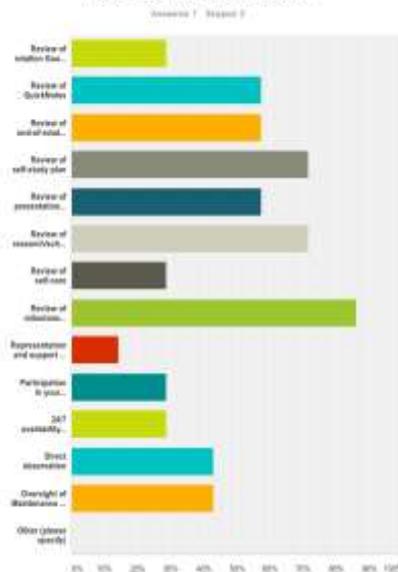
Survey Results- Resident Perspective

- How often do you meet with your advisor? Monthly
- What is the optimal interval to meet with your advisor?
 - 55% monthly
 - 10% more than monthly
- Satisfaction with advisor– all but one respondent were satisfied with their assigned advisor and the structure of the advisor program

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Which of the following do you believe is an important part of the advisor role?



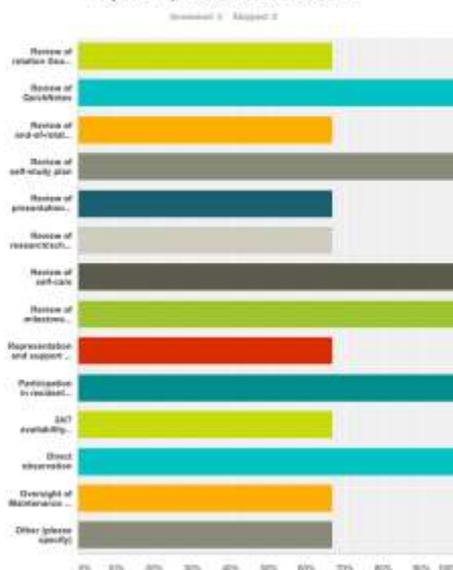
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Survey Results- Faculty Perspective

- What is the optimal interval to meet with your advisees? 100% said monthly
- 100% were satisfied with the structure of the program

Which of the following do you believe is an important part of the advisor role?



Take Home Points

- The Advisor can play a powerful role in the success of our residents
- This role is multifaceted and adapts to resident needs
- Creating a structure where the Advisor is integrated into the fabric of the education and assessment process can be beneficial
- The Advisor can play an important role in ACGME milestone progress determinations

During the break...

- Discuss / think about how you might implement the information you just heard.
- Fill out a session evaluation.

Thank you for your attention!



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