

2023 Grantee Annual Meeting



Hyatt Regency Crystal City At Reagan National Airport
Arlington, VA

A partnership between





Disclosures

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Establishing a Baseline: Welcoming New Residents to Your Program (and Community)

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Objectives

- Define strategies to welcome new residents to the hospital, clinic and community.
- Discuss methods and tools to assess new residents and identify any potential gaps before they begin training.
- Identify ways to establish expectations and set the stage for success as new residents start in your program.
- Share tips for new programs as they prepare for their first class(es) of residents

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What level of experience do you have with Orientation/On-Boarding your residents?

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Welcoming New Residents



Orientation Planning and Onboarding

- Post Match Welcome
- Checklist (Contracts, HR requirements, EMR access)
- Prepare the Team (Coding, Nursing, Registration Staff)
- Other Needs (Housing, Childcare, Schools, Spousal Employment)



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Welcoming New Residents



Orientation Activities

- Acclimation to training sites
- Welcome from key leadership and site directors
- Meet and greet with clinical staff (i.e. RNs, MAs)
- Skills assessments - bootcamp, OSCE, mock ITE
- Peer training and tips
- Program Director / Program Coordinator



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NRMP MATCH DAY



THE WORK BEGINS...

Welcome Email

New Innovations Checklists

Housing

Contracts

Organization Wide Efforts



Medical Staff Office
Insurance Credentialing
Clinical Informatics
Employee Health
Finance (Medicare/Medicaid/THCGME)

INFORMATION
TECHNOLOGY



HEALTH
SCREENINGS



Welcoming New Residents



Ongoing Orientation and Training

- Orientation to new sites
 - Rural sites
 - Nursing home
 - Schools
- Additional certifications or courses
 - Resident as teacher
 - ATLS
- Expanded role PGY-2 and beyond
 - Preparation for home call



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What are some ways you assess new residents before they begin training?

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Establishing a Baseline – Why it Matters

- Patient safety
- Public trust
- Organizational risk
- Doing the "right thing" to support GME for your learners
- Larger AAMC/ACGME directives
- Aid didactic and curriculum development and identify gaps
- Medical student clinical experience variable
 - COVID, EMR, hospital risk, less 3rd-4th year sites, less preceptors, less babies, less procedures, medical school curriculum/design



Establishing a Baseline – Available Tools

- OSCE: Observed Structured Clinical Assessment
- Mock In-Training Exams
- Direct Observation
- Pre-Orientation Skills Assessment
- Intern Boot Camp (procedural skills or ultrasound)
- Milestone Self-Assessment



Why Are Expectations Important?

- Residents are unique: they are both trainees and workers.
- Many residents have not had a “real job.”
- We place significant amount of responsibility on them on day one.

The greater the discrepancy in expectations, the greater the dissatisfaction on everyone's part.

Establishing Expectations

Professionalism Agreement

Financial Expectations

Meetings with Key Individuals:

- Site Directors (i.e. ED, inpatient, OB for FM)
- Chief residents (or Past Interns)
- Program Coordinator/Administrator
- Program Director/APD
- Clinical Leaders / Lead RNs
- Quality Team
- Clinic Staff



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Group Activity

In groups of 2 or 3, discuss/share ideas of how you can prepare your site/team for resident training in your facility.



Tips for New Programs

Build Your Team

- Create champions
 - Administration
 - Coding
 - HIM
 - EPIC
- Advance planning
 - Scripting for registration staff
 - Education of clinical team members
- Collaborate with marketing team – celebrate the arrival of residents at your site!



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**Tell us how you are feeling as of today?
Are you excited, scared, hopeful...etc.**

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QUESTIONS

Rural Residency Planning and Development and Teaching Health Center Planning and Development Technical Assistance Centers

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