ABSTRACT

Resilience is the capacity to respond to stress in a healthy and adaptive way.

It is a key to enhance quality of care and sustainability of the health care work force. Yet, ways of identifying and promoting resilience have been elusive.

In recognition of remediation of a struggling resident, we sought to develop a multifaceted approach with the aim of remediation of difficulties by building resilience. We described our evaluation and remediation program using resources within Psychiatry residency program at ECU.

MATERIALS & METHODS

The Remediation plan consisted of identification of each deficit as per ACGME psychiatry milestones and clinical competence evaluation.

Miller’s pyramid is a useful way to understand the concept of the progression of knowledge, skills and attitudes in resident education.

The goals of remediation were to reflect on challenges, create goals, problem-solve barriers, identify resources and to develop and execute a plan, starting from the greatest to least deficit areas.

The key principles used in building the remediation plan were deliberate practice, weekly feedback and assigned readings.

Resident was also offered stress management and wellness programs which focused on self-discovery, preventive care, and healthy lifestyle habits.

Two criteria were used to determine the success of remediation. The first criterion was to assess if the resident showed significant improvement and caught up to level of training and second criteria was to assess if the improvement was sustainable.

Reevaluation after implementing the remediation plan was done by a different attending physician who was neutral and not a part of the remediation program.

RESULTS

Resilience is the capacity to respond to stress in a healthy and adaptive way.

It is a key to enhance quality of care and sustainability of the health care work force. Yet, ways of identifying and promoting resilience have been elusive.

In recognition of remediation of a struggling resident, we sought to develop a multifaceted approach with the aim of remediation of difficulties by building resilience. We described our evaluation and remediation program using resources within Psychiatry residency program at ECU.

DISCUSSION

Remediation by building resilience which is a combination of mentoring, counseling and coaching can play a powerful role in the improvement of struggling residents. It has one overriding goal, which is to help residents become their best selves and to be owners of their learning.

This framework can be used by residency programs to promote educators and residents understanding of the unique role of resilience within residency.

REFERENCES

Remediation of the struggling medical learner – Jeannette Guerrasio, MD

Defining the “Problem Resident” and the Implications of the Unfixable Problem: The Rationale for a Front-door” Solution

Resident Evaluation and Remediation: A Comprehensive Approach

Defining Uniform Processes for Remediation, Probation and Termination in Residency Training

Miller’s Assessment in clinical skills

Physician resilience-what it means, how it matters and how to improve

Root cause analysis

Definition of a struggling resident – “A trainee who demonstrates a significant enough problem that requires intervention by someone of authority, usually the program director or chief resident”

Psychiatry residency at ECU is a comprehensive training program yet challenging given the busiest ED as well as the only tertiary care center for eastern north Carolina.

Over the last several years few residents have struggled in the psychiatry residency at East Carolina University leading some to repeat certain rotations, extend residency, or find alternative employment.

Comprehensive evaluation and remediation is an essential component of any residency program. The evaluation system should identify problems accurately and allow residents with problems to be assigned to a remediation program that effectively addresses them.

Wellness Wheel