THE CHIEF RESIDENT YEAR
JOB DESCRIPTION OF A CHIEF RESIDENT

- LEAD
- TEACH
- ROLE MODEL
- PATIENT CARE
- COUNSEL RESIDENTS
- PARENT
- DEVELOP PERSONALLY
- ADMINISTER PROGRAM
- INNOVATIONS
- SCHEDULES
- CONFLICT RESOLUTION
- QUALITY MONITORING
DOING A GOOD JOB HERE
Is Like Wetting Your Pants
In A Dark Suit
YOU GET A WARM FEELING
BUT NO ONE ELSE NOTICES
TEACHER

- ARRAY OF OPPORTUNITIES
- YOUR ENTHUSIASM PREDICTS MOTIVATION OF RESIDENTS AND STUDENTS
- AVOID DOING TOO MUCH
- AVOID PRETENDING TO KNOW EVERYTHING
- DEVELOP YOUR SKILLS
LEADERSHIP

• DEVELOP A VISION/GOALS/PLAN
• CLEARLY ARTICULATE POSITION
• GET PEOPLE “ON BOARD”
• STATUS-QUO VS. CHANGE
LEADERSHIP COMPETENCIES

- SELF-EFFICACY
- SELF-AWARENESS (OF HOW OTHERS PERCEIVE YOU)
- POLITICAL SAVVY
- PERSONAL AND PROFESSIONAL GROWTH
- BUILDING COMMUNITIES OF PRACTICE
SPECIAL RESPONSIBILITIES OF A CHIEF RESIDENT AS LEADER

• SETTING EXAMPLES AND EXPECTATIONS
  • IF YOU DESPAIR, YOUR RESIDENTS WILL DESPAIR..
  • IF YOU ARE DISDAINFUL OF PATIENTS, YOUR RESIDENTS..
  • IF YOU ARE CONTENTIOUS WITH OTHER SERVICES..

Residents especially CR, serve as major role models for students
CHANGE

RESIDENTS ALWAYS VIEW CHANGE AS A BAD THING (EVEN WHEN IT MAY BE GOOD FOR THEM)

• CHANGE EXACERBATES RESIDENTS’ FEELINGS OF LACK OF CONTROL OVER THEIR OWN LIVES

• CHANGE PROVIDES AN OPPORTUNITY FOR CHIEF RESIDENT TO BUILD TRUST AND A SENSE OF TEAM AND TO STRENGTHEN YOUR LEADERSHIP ROLE
CHANGE

• NEVER MAKE CHANGES UNTIL YOU KNOW THE FULL PICTURE
• SOLVE THE REAL PROBLEM
• CONSIDER ALL CONCERNED PARTIES
• DON’T RELEASE THE SOLUTION UNTIL IT’S FINAL
• CONTROL RUMORS
CHANGE

• BE SKEPTICAL OF THE VOCAL MINORITY
• NEVER ALLOW MOB DYNAMICS TO OCCUR
• SELL THE PROBLEM
• LISTEN TO SOLUTIONS
MANAGEMENT

- ORGANIZE
- PLAN AHEAD
- TIME MANAGEMENT
SPECIFIC MANAGEMENT ISSUES

• HOW DO YOU SUPERVISE YOUR FRIENDS IN THE SAME CLASS?
• HOW TO GAIN INDEPENDENT AUTHORITY?
• WHEN SHOULD YOU ESCALATE ISSUES TO YOUR PROGRAM DIRECTOR?
• HOW DO YOU RECOGNIZE BURNOUT AND/OR DEPRESSION AMONG YOUR RESIDENTS AND WHAT TOOLS ARE AVAILABLE TO HELP?
• HOW DO YOU HANDLE BULLYING OR UNPROFESSIONAL BEHAVIOR TOWARDS PEERS IN THE PROGRAM?
• HOW DO YOU HANDLE ABUSE OF SICK TIME?
COMMUNICATION

LISTEN ACTIVELY

• TO LISTEN EFFECTIVELY, YOU SHOULD:
  PAY ATTENTION - COMPLETE ATTENTION.
  DON'T THINK AHEAD TO WHAT YOU ARE GOING TO SAY.
  DON'T INTERRUPT. DON’T BE PLAYING WITH YOUR IPHONE
  KEEP AN OPEN MIND.
ARBITRATOR-PROBLEM SOLVER
TIPS FOR DEALING WITH AGGRESSION

DO ...

LISTEN.

WHEN THEY SLOW DOWN, ASK THEM WHAT ELSE IS BOTHERING THEM.

EXHAUST THEIR LIST OF COMPLAINTS.

ASK THEM TO CLARIFY ANY SPECIFIC COMPLAINTS THAT ARE TOO GENERAL.
TIPS FOR DEALING WITH AGGRESSION

DO..
-ASK THEM FOR SUGGESTIONS FOR SOLVING ANY OF THE PROBLEMS THEY'VE LISTED.
-AS THEY SPEAK LOUDER, SPEAK SOFTER.
COMPLAINT DEPARTMENT
PLEASE TAKE A NUMBER
TIPS FOR DEALING WITH AGGRESSION

DON'T ...

• ARGUE.

• DEFEND OR BECOME DEFENSIVE.

• PROMISE THINGS YOU CAN'T PRODUCE.

• OWN PROBLEMS THAT BELONG TO OTHERS.

• RAISE YOUR VOICE.

• BELITTLE OR MINIMIZE THE PROBLEMS.
C'mon, c'mon – it's one or the other.
PERSONAL DEVELOPMENT

THE MOST IMPORTANT EXPERIENCES THAT TRULY EDUCATE CANNOT BE ARRANGED AHEAD OF TIME WITH ANY PRECISION.

HAROLD TAYLOR
CANADIAN POLITICIAN
SETTING GOALS

• IDENTIFY YOUR GOALS AND PRIORITIES

• CREATE A SELF DEVELOPMENT PLAN. WHAT SKILLS, KNOWLEDGE, ABILITIES, ETC. YOU WANT TO ACHIEVE THIS YEAR

• FIGURE OUT EXACTLY WHAT YOU NEED TO GET THERE AND WHAT SUPPORT YOU WILL NEED

• MAKE DEADLINES AND TRY TO STICK TO THEM
STRESS

WHAT ME WORRY?

I'm a little stressed right now...

(just turn around and leave quietly and no one gets hurt.)

www.stangscosmos.com
Sometimes I feel that I have the worst job in the world!

Ya...right!
SURVIVAL GUIDE

• DON’T COUNT ON ANYBODY ELSE COMING ALONG TO RELIEVE YOUR STRESS. PUT YOURSELF IN CHARGE OF MANAGING THE PRESSURE.

• DECIDE WHICH ASPECTS OF YOUR JOB YOU SHOULD FOCUS ON.

• PICK BATTLES BIG ENOUGH TO MATTER, SMALL ENOUGH TO WIN.
Accept unknown or unconventional occurrences

HAVE YOU EVER HAD ONE OF THOSE DAYS WHEN NOTHING WENT RIGHT!
SURVIVAL GUIDE

- DEVELOP CREATIVE ENDEAVORS
- THINK OUT OF THE BOX
- MAKE TIME FOR YOURSELF
- PLAY, HAVE FUN, RECHARGE
- USE HUMOR TO LIGHTEN YOUR EMOTIONAL LOAD

STRESS MANAGEMENT

- Music
- Therapy
- Spa
- Yoga
- Nature
- Exercise
- Hobby
TOP TEN LIST OF CHIEF RESIDENT ERRORS

• FORM AN OPINION OR MAKE PROMISES BEFORE YOU KNOW ALL THE FACTS
• LOSE ENTHUSIASM
• TRY TO PLEASE EVERYONE (RESIDENTS, FACULTY)
• LET INTRA-CHIEF ARGUMENTS BECOME PUBLIC
• NOT PICK UP FOR EACH OTHER
TOP TEN LIST OF CHIEF RESIDENT ERRORS

• FORGET THAT YOU ARE THE RESIDENTS’ ROLE MODEL
• TAKE CRITICISM PERSONALLY
• ASSUME ANYTHING
• FAIL TO EMBRACE NEW INITIATIVES
• ALLOW CHIEFS TO BE SPLIT
RESOURCES

• GME OFFICE S2-338/ 508-856-2903
• HTTP://UMASSMED.EDU/WELL-BEING
• HTTPS://LIBRARYGUIDES.UMASSMED.EDU/GME
• HTTP://WWW.BHWELLNESS.ORG/TOOLKITS/WORK-AND-WELL-BEING-TOOLKIT-FOR-PHYSICIANS.PDF
• AAMC HOME PAGE & LIST SERVER
  • WWW.AAMC.ORG
• ACGME HOME PAGE
  • WWW.ACGME.ORG