

2020 FAMILY MEDICINE MIDWEST CONFERENCE



November 14, 2020



THE FLEXIBILITY OF FAMILY MEDICINE IN A CHANGING WORLD
NOVEMBER 13 - 14, 2020

Resident-led Peer Mentoring to Affect Resident Well-being

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- Drs. Dinesh & Delbridge have nothing to disclose.



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Learning Objectives

- Understanding the risk of Burnout in our Profession
- Define the benefits and challenges of a Peer Mentoring program as a component of a Resident Wellness Curriculum



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Understanding the Risk in our Profession

- 48% of Family Medicine Physicians experience at least one symptom of burnout, making them in the top 6 of medical specialties experiencing burnout¹
- “Quadruple Aim” study – the addition of provider satisfaction must be a component to optimize health system performances².
- Essentially, physicians who have the skills to manage the demands of practicing medicine are going to take care of their patients more effectively and be more satisfied with their work.



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Peer-Mentorship Program

WHAT IS IT:

- Resident Wellness Chief and Junior Chief led mentoring program developed in conjunction with our Wellness Curriculum to combat Physician burnout

WHY:

- Provide support to incoming Resident's as they navigate early stages of their career as a Physician and hopes to foster a lasting mentor-mentee relationship outside of Residency

GOALS:

- Create a supportive culture, help to prevent burnout, and improve trainee work engagement and well-being



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Snap-Shot of our Residency

- Total of 40 Residents for 2019-2020 year
- 13 PGY-1 (mentee's) and 13 PGY-3 (mentor's) participated
 - PGY-2 were left out during the 1st year of the program in order to decrease burden of there rigorous course load, not overwhelm them as they were going into new senior roles. First year of the program, which would have challenges.



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How we implemented it

- PGY-3 and PGY-1 were paired up, keeping in mind interests, phases of life (married, have children, single, etc.)
- Meetings every 2 months for 15-30 minutes (in person, phone call, FaceTime, outside of work)
- Goals/Expectations clearly laid out
 - PGY-3: provide safe/welcoming environment for PGY-1 to discuss their experiences, concerns, questions, personal lives, and general overview of how they are adjusting. Also responsible for scheduling meetings with Mentee.
 - PGY-1: Utilize Mentor for concerns, questions and foster a lifetime relationship



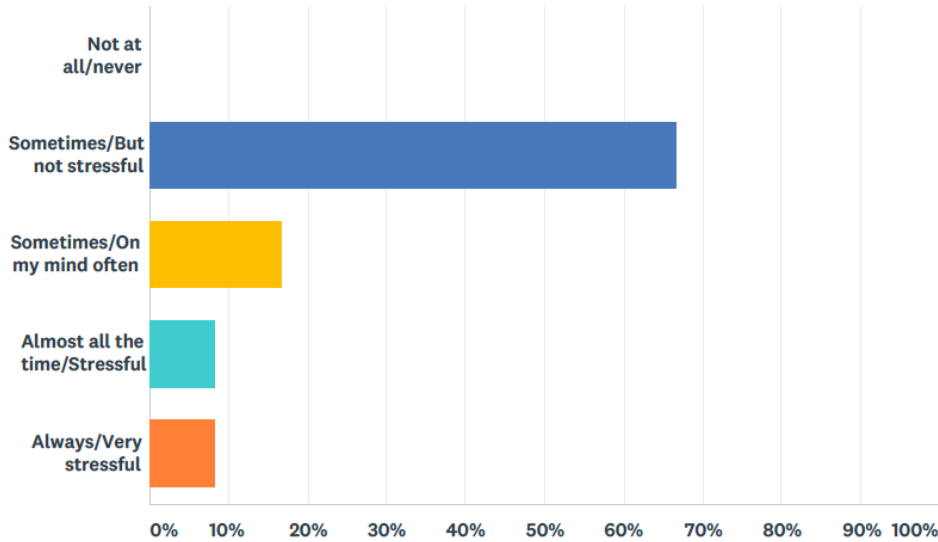
What we Did

- The meeting content was ultimately determined between the pairs, but a list of topics was provided:
 - “Get to know you” session
 - Stress Reduction
 - Navigations of EMR
 - Challenging patient encounter
 - Scheduling vacation and getting it done on time
 - Successes during intern year/residency
 - How to stay in contact with friends/family (maintaining relationships)
 - What are you having trouble with?
 - Feeling overwhelmed
 - Meetings with Faculty Advisors
 - Plans for the future
 - How to choose electives and apply
 - How to be efficient during clinic
 - Activities outside of residency
- Meetings can occur more frequently as needed
- Meal Budget: \$40 every 3 months for breakfast, lunch, or dinner

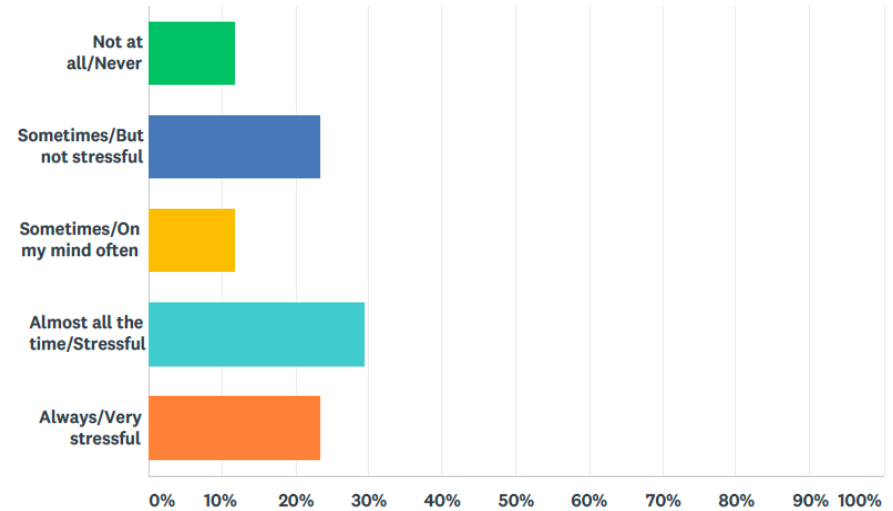


Data – Prior to Initiating Program (August 2019)

PGY-1: How often do you have questions about transitioning into Residency?



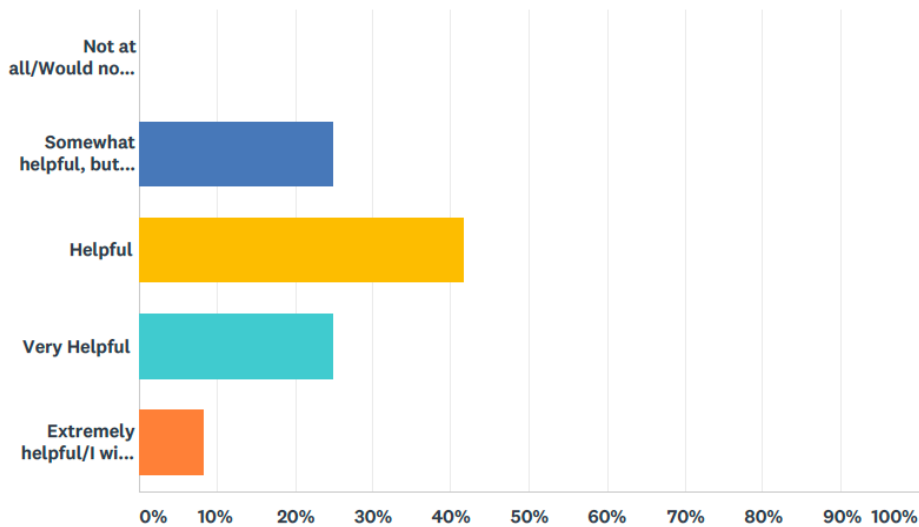
PGY-3: How often did you have questions about transitioning into Residency when thinking back to first year?



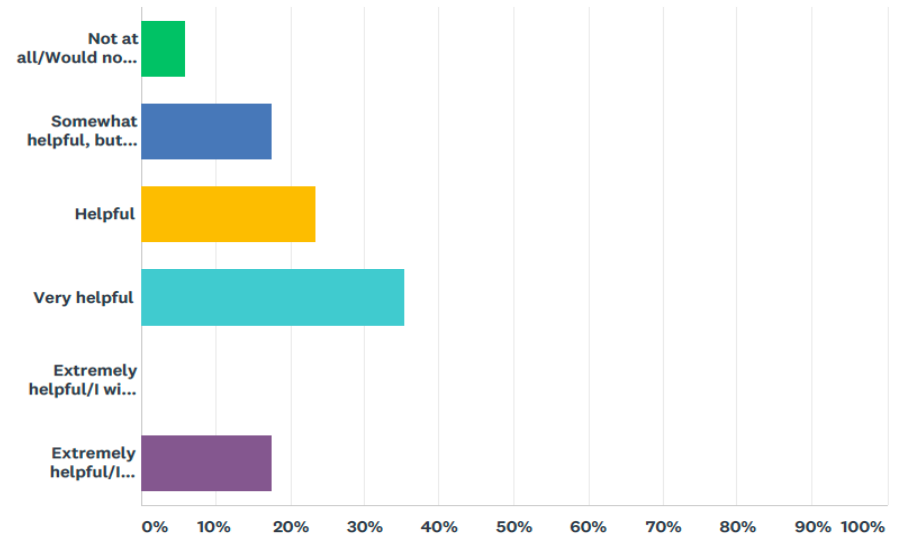
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PGY-1: How helpful would it be to have a specific peer identified for you to meet and discuss topics and concerns during your Intern year?



PGY-3: How helpful would it have been to have a peer identified for you to meet with and discuss topics and concerns?

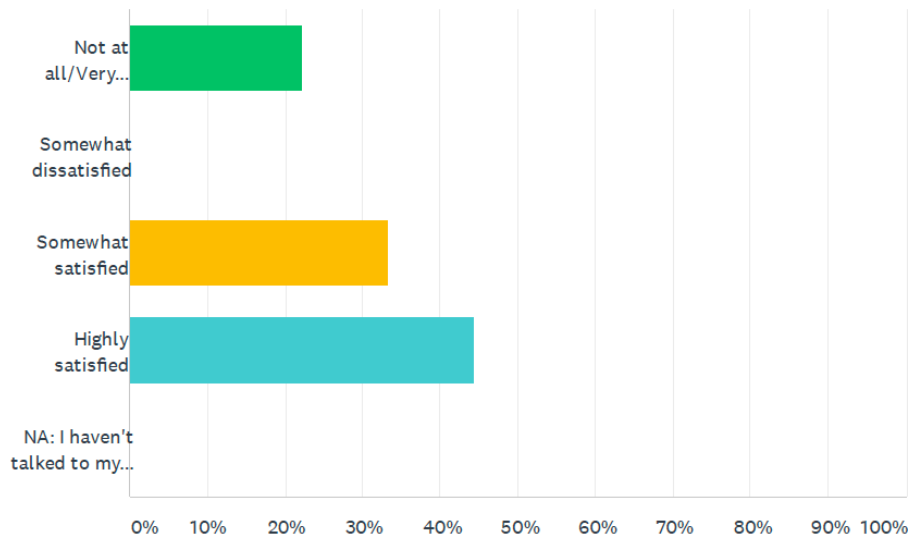


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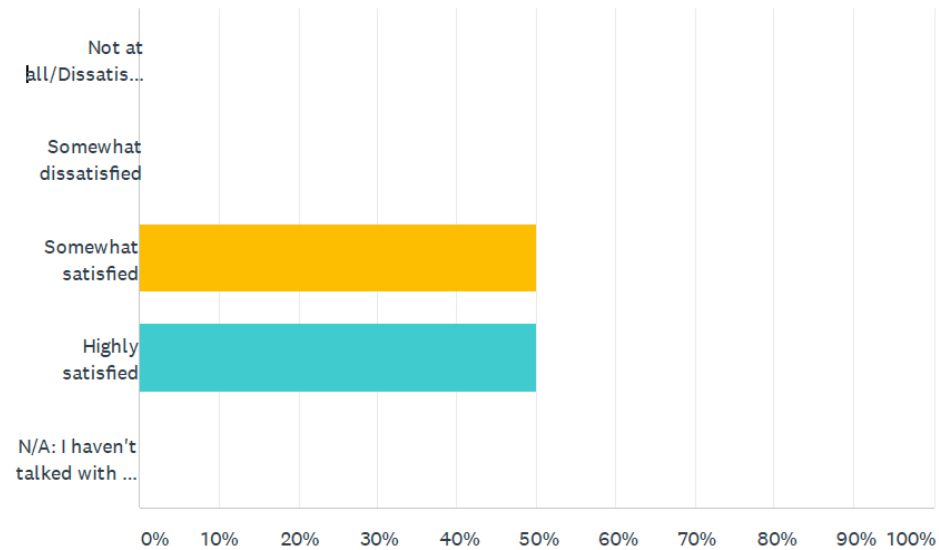
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Data – End of Year

PGY-1: How satisfied are you with your specific peer mentor?



PGY-3: How satisfied are you with your specific peer mentee?

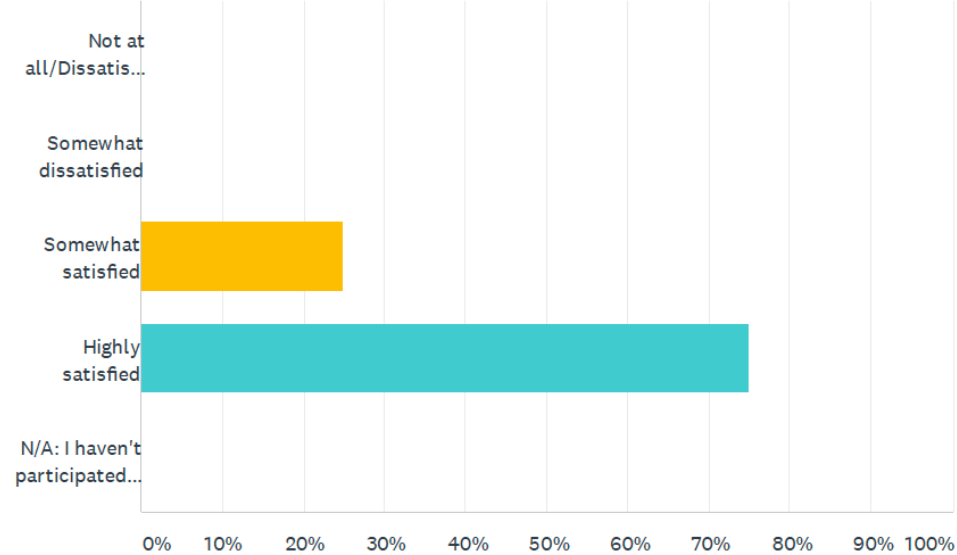
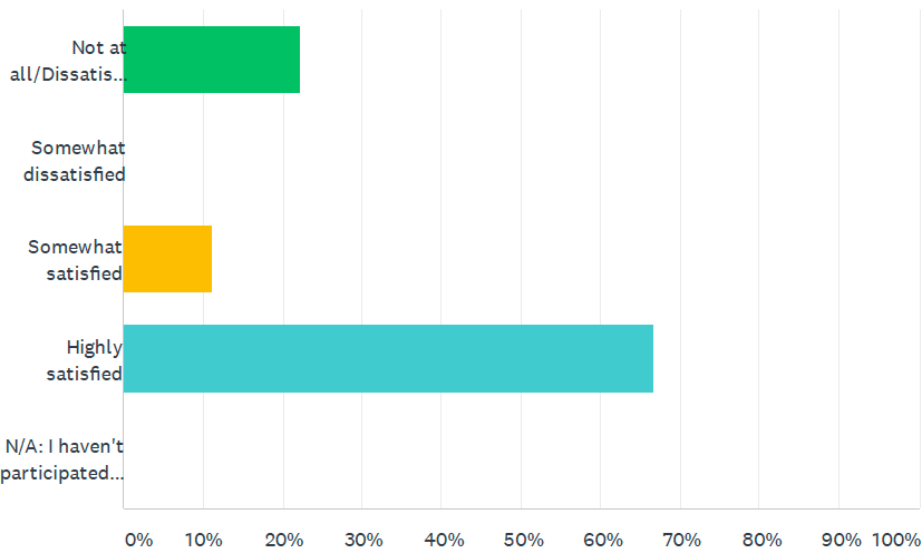


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PGY-1: How satisfied are you with the Peer- Mentoring Program?

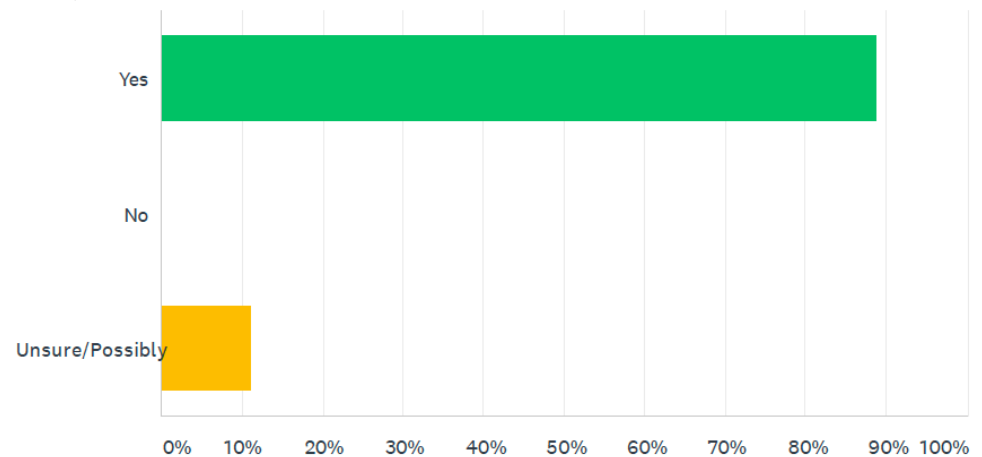
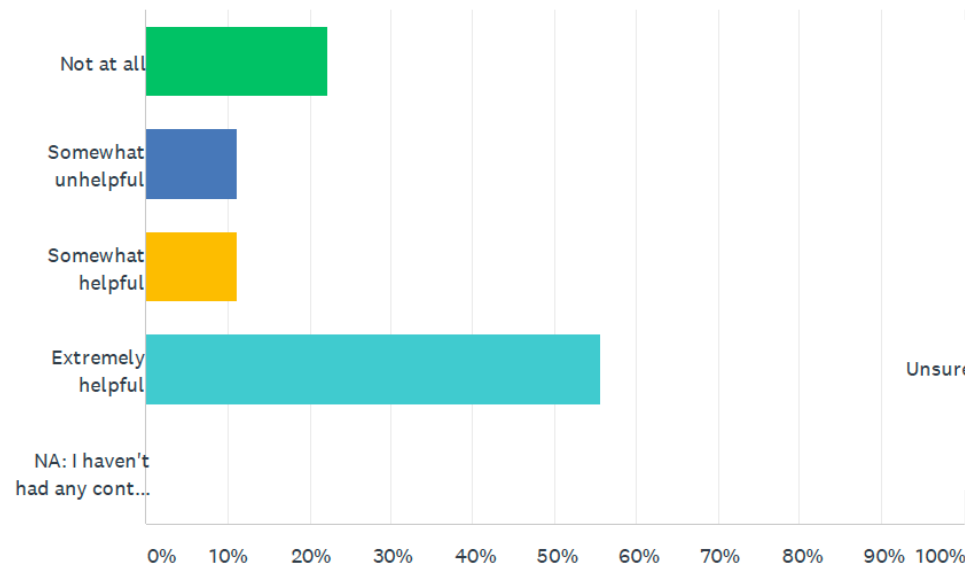
PGY-3: How satisfied are you with the Peer-Mentoring Program?



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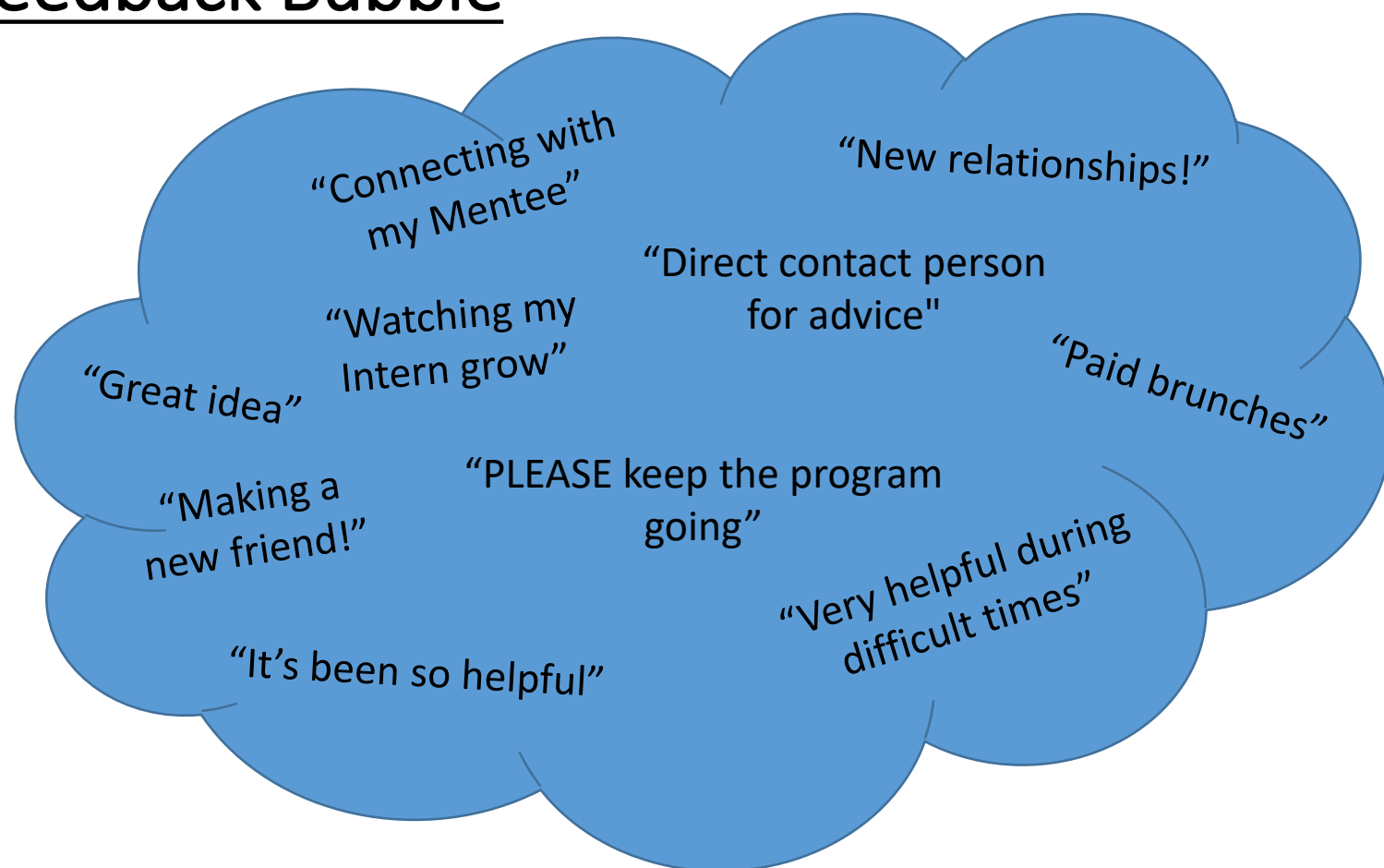
PGY-1: How helpful has it been to have a Peer-Mentor? And are you willing to be a Peer Mentor as a 3rd year Resident?



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Feedback Bubble



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Challenges

- Peers not connecting well
- Some resident's wanting an "opt-in, opt-out" choice
- Scheduling conflict
- Frequency of meetings



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New Changes

2020-2021 Academic year

- Involve all classes (PGY-1, PGY-2, PGY-3)
 - Creates a “Family of Residents” within each group - 2 Mentors, 1 Mentee
 - This gives the PGY-1 residents input from PGY-2 residents who have gone through the Mentor program and were in their shoes a year prior.
 - Gives Interns 2 Mentors at different levels of training to help guide them through intern year
 - Will allow both Mentors to share responsibility on mentoring residents and grow in that role to prepare them as leaders after graduation.
 - Less scheduling conflict (if PGY-3 Mentor can not meet, then there is back-up PGY-2 Mentor)
- Meeting frequency changed to q2 months for first 6 months then q3 months for last 6 months



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References

- 1.) <https://www.ama-assn.org/practice-management/physician-health/physician-burnout-which-medical-specialties-feel-most-stress>
- 2.) <http://www.annfammed.org/content/12/6/573.full>



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