

Integrating external stakeholders into the remediation process for residents



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Disclosures

NONE

Objectives

By the end of this talk, participants will...

1. Differentiate between the needs of the residency program/faculty and external stakeholders in the resident remediation process
2. Identify areas for improvement in their own resident remediation process
3. Apply process mapping methodology to communicate about shared practices and refine strategies for remediation

Remediation planning, stakeholders and our framework



Who are the stakeholders that you can think of?

Here's what we thought of...

Our process map took into account the following stakeholders and needs (so far):

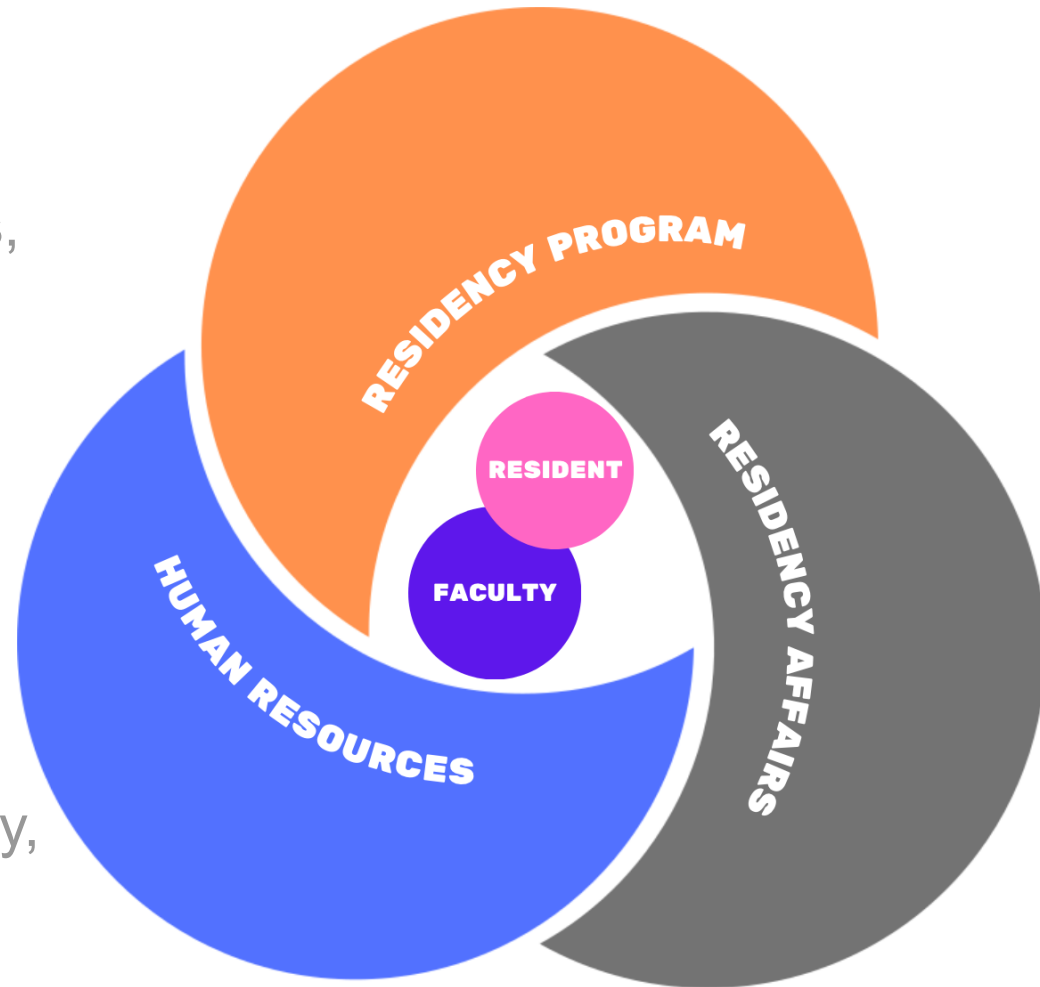
Resident (Clear expectations, psych safety)

Faculty (Clear expectations, process to follow)

Program (Early identification, resources, documentation)

Human Resources
(Documentation, risk management, resources)

Residency Affairs (Shared process, consistency, flexibility, clarity)



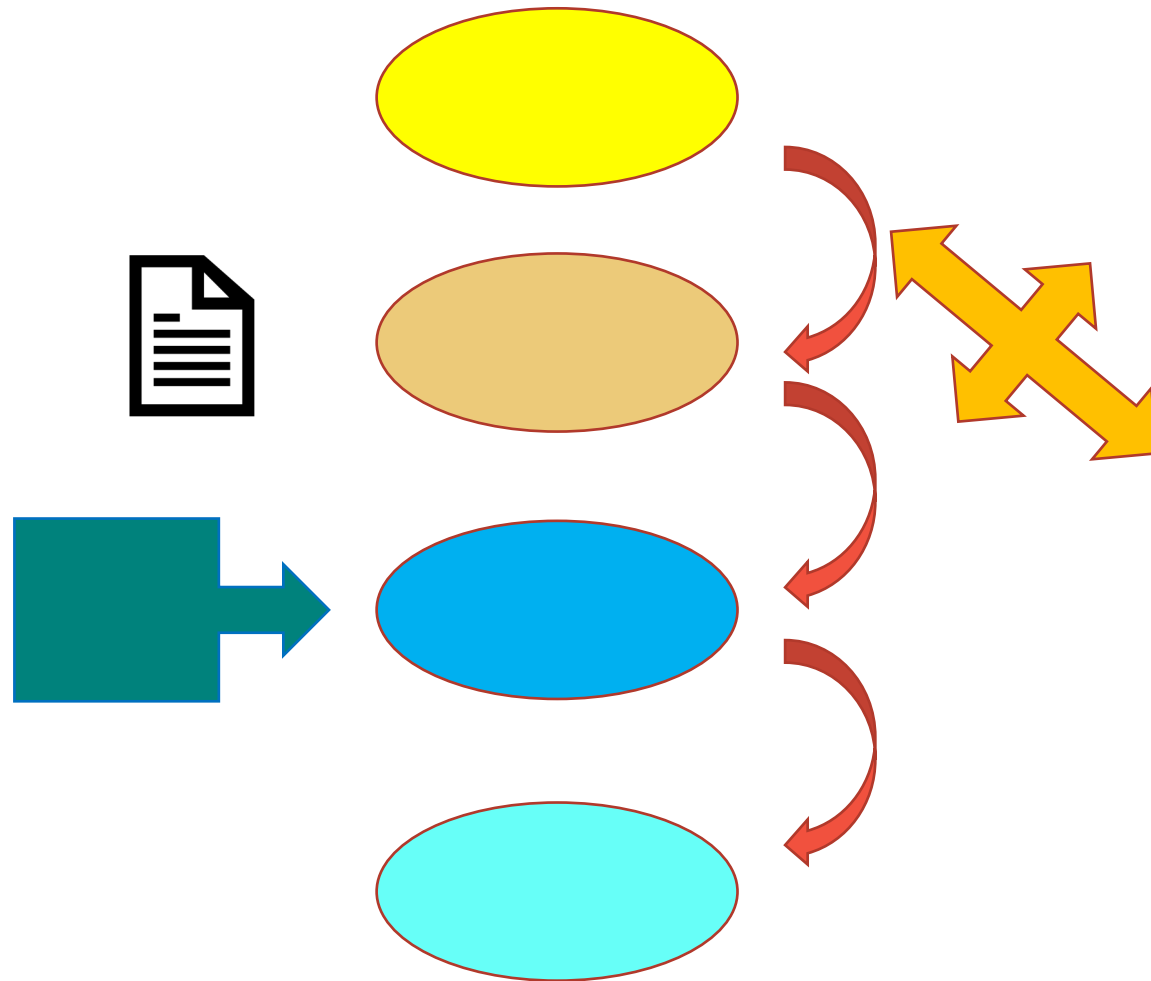
Process mapping: a brief WIKI

Represent separate steps in the process with circles or boxes.

What happens next?

Transitions / arrows / decision trees

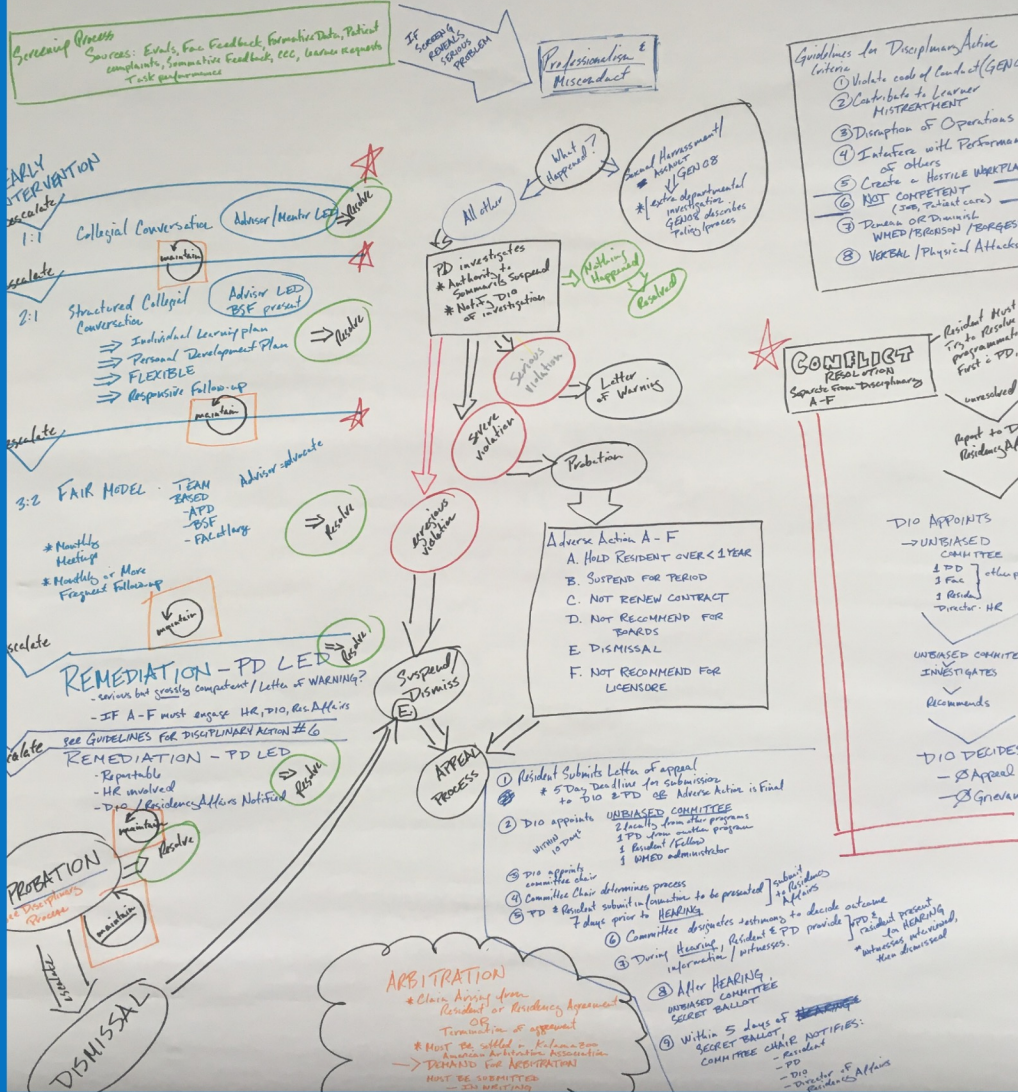
Call outs, add-ons and messiness



EARLY INTERVENTION

REMEDIALTION

DISMISSAL



A brief reflection and mapping activity

Using the paper and markers provided, map your process...

What are the steps?

What are your sources of information?

Who is involved and when?

Where are the handoffs?

What are your resources?

Let's learn from each other...

- Share your map in a small group (This is how you might share with a stakeholder at your institution)
- What does this reveal about your process?
- What requires clarification? Where are you unsure?

Group debrief

Evaluation

Please evaluate this presentation
in the conference mobile app.



Thank You