

# Keeping All The Balls in the Air or Top Seven Pearls for Healthy Boundaries for New Faculty

Natascha Lautenschlaeger, MD, MSPH

Brenda Wilson, MS

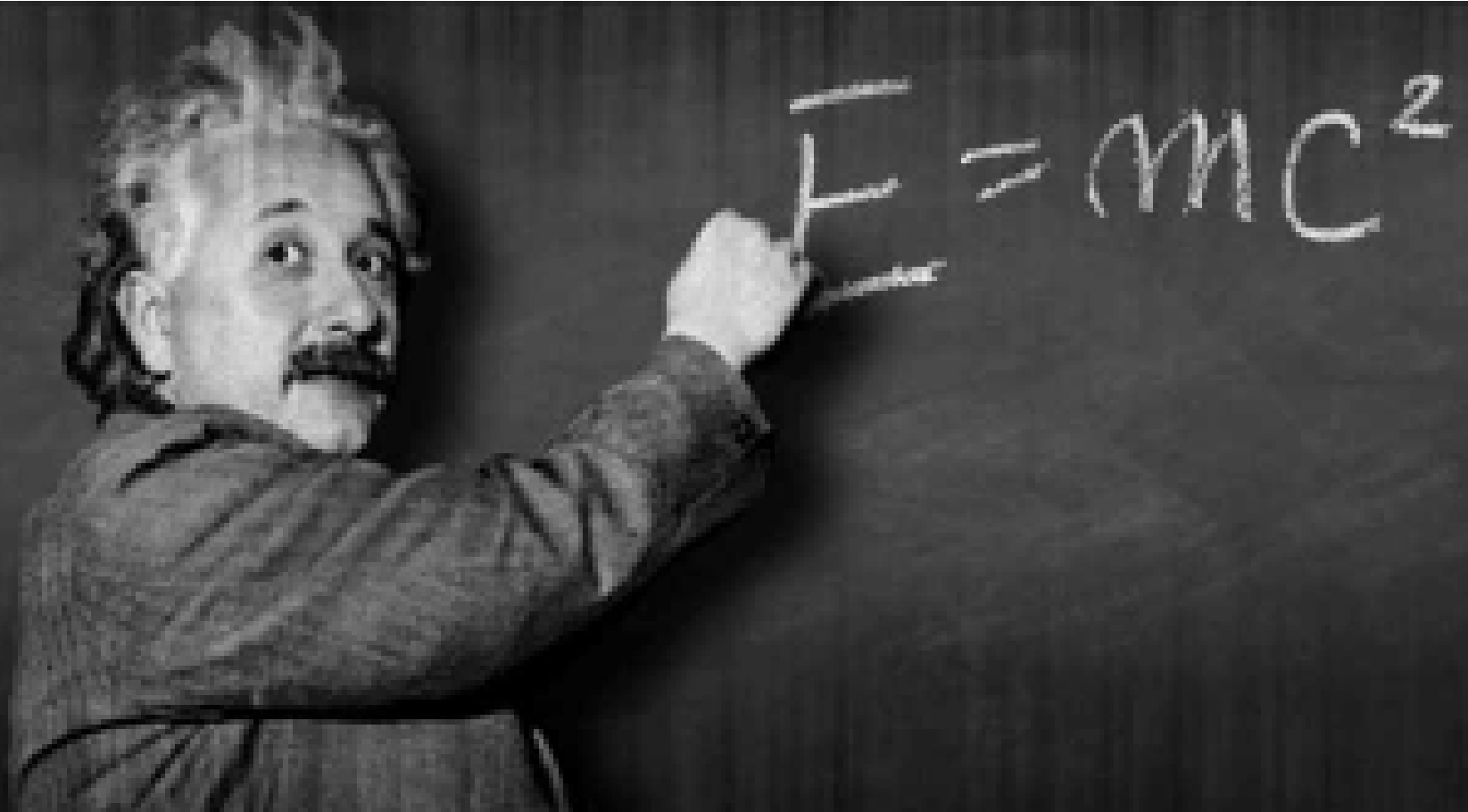


## Seven Pearls



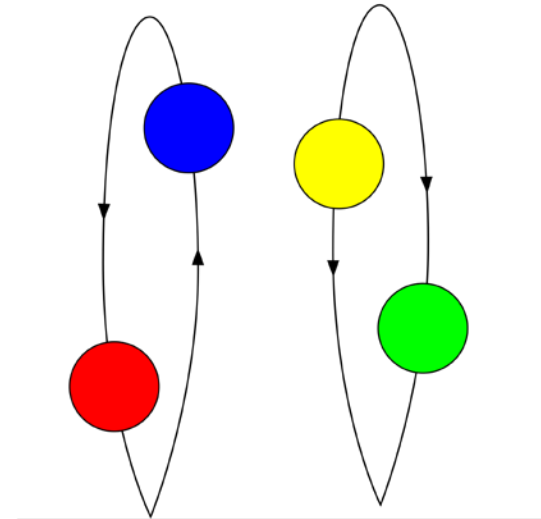
1. [Energy](#)
2. [Hidden Curriculum](#)
3. [Human Resource](#)
4. [Pause and Breathe](#)
5. [Toss the ball](#)
6. [Track and Technology](#)
7. [SNL: Say No Label](#)

The Why: [Behavioral Economics](#)



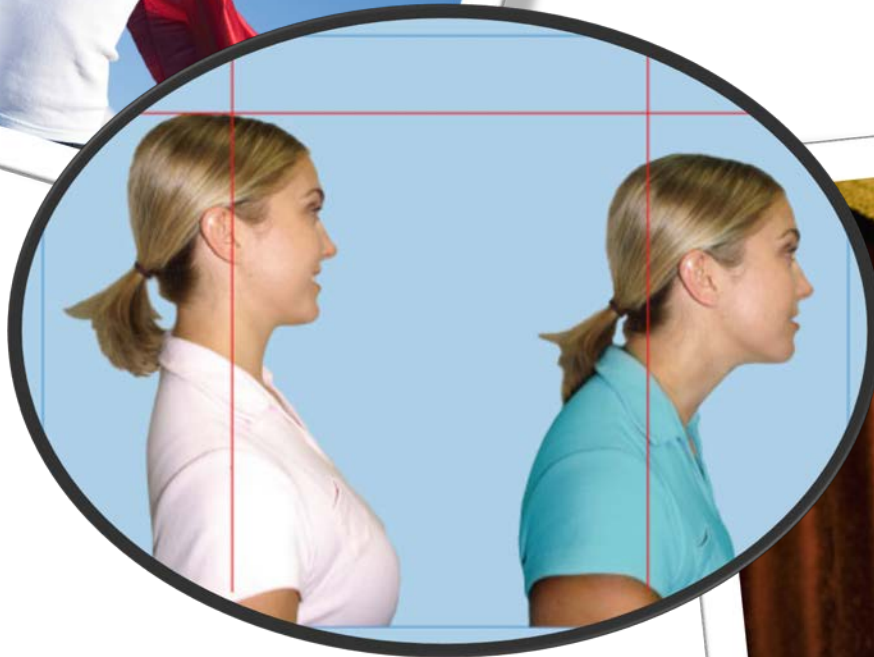


# 1. Energy and Confidence





# Posture



# Posture

**Testosterone**

**20% Increase**



**25%  
Decrease**

**Cortisol**

**Risk  
Taking  
Willing**

**26%  
Increase**

Hard

Easy

## Posture



10% Decrease

**Testosterone**

**Cortisol**

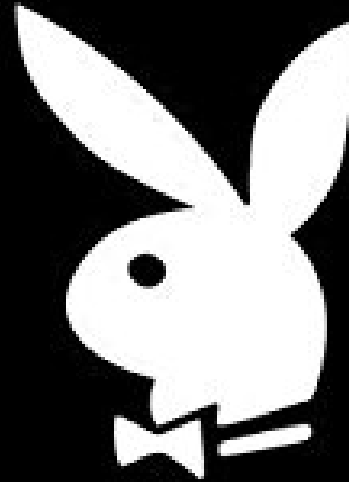
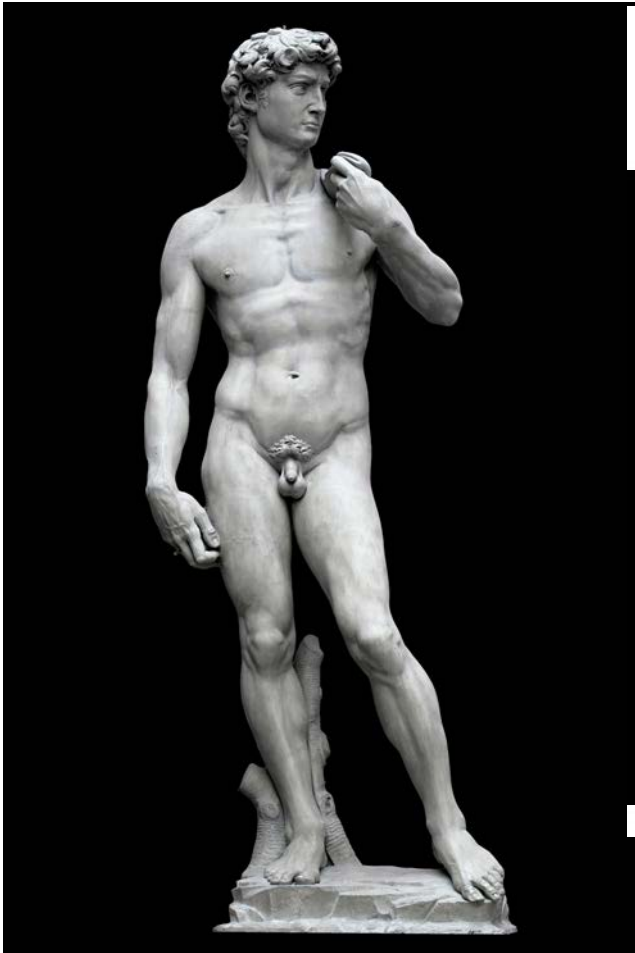
15%  
Increase

26%  
Decrease

**Risk  
Taking  
Willing**



## 2. Learn the Hidden Curriculum



<https://www.louvre.fr/en/departments/sculptures-en> and  
Playboy.com (c)





## 3. Find a Human Resource



- Will they evaluate me?
- Can I “awkward” with them?

**Hard**

**Easy**

Berg 2017



## 4. Pause and Breathe



# Breathe & Gather Information





# Pause and Breathe: Comments

“I have to check my schedule and get back to you.”

“I am still learning everything as the new person. Let’s revisit this in 3 to 4 months after I have a better understanding of the basics, like this new EMR.”







## **5. Toss the Ball**

- What am I saying no to, in order to say yes?
- Get help.



## 5. Toss the Ball up

“I am working on C with the director. I recommend you check with her before pushing X on the back burner.”

“If I focus on this project too, I will not be able to get these others done by their deadlines. Which ones should I prioritize / drop?”

## **Toss that Ball sideways Wash, Rinse and Repeat**

- “I want to be sure you are ok with me putting BH student scheduling and the new STFM presentation off until the new curriculum project is complete.”
- “Could you cover my headache lecture? Then I can free up the time to work on this for you?”





## 6. Track it and Use Technology

- List of your above & beyond activities (perceived, real, etc.).
  - Volunteering, admin time used for clinical.
  - Your initial feelings @ it.
- Maximize technology: Night mode, organize. All fundraising emails go to a fundraising folder, etc.





## 7. Say No. Label

- “I have plans.” “Other obligation.”  
“Previously scheduled commitment.”
- Calm, neutral. “No, that’s not for me.”



## 7. Say No. Label

- Label favors, normal expectations, temporariness
- Label behaviors – “Hmm, that was rude.”





## Behavioral Economics & Motivations to Violate Boundaries are everywhere

	2010	2020
Total primary care physician demand (FTE)	212,500	241,200
Primary care physician supply	205,000	220,800
Supply and demand	(7,500)	(20,400)

## **Behavioral Economics & Motivations to Violate Boundaries are everywhere**

- Institutional goals and politics
- STFM and AAFP have no boundary statements
- Specialty goals – Family Medicine

Hafler 2011, Van de Berg 2017,





# Resources for You

- Amy Cuddy, YouTube
- askamanager.com
- Captainawkward.com
- Strom BT, Long L. Business Professionalism. A blueprint to help you analyze, equip, plan, and succeed in the workplace. 2012. CreateSpace, North Charleston, SC. (check format)

Bacal R. Perfect phrases for customer service. 2<sup>nd</sup> edition. McGraw Hill New York 20-1

Doja A et al. The hidden and informal curriculum across the continuum of training: A cross-sectional qualitative study. Medical Teacher 2016;38:410-418

Hafler JP et al. Decoding the Learning Environment of Medical Education: A Hidden Curriculum Perspective for Faculty Development. Acad Med. 2011;86:440–444

HRSA. Projecting the Supply and Demand for Primary Care Practitioners through 2020. HRSA. November 2013, updated October 2016. Accessed:  
<https://bhw.hrsa.gov/sites/default/files/bhw/nchwa/projectingprimarycare.pdf>

Ludwig S, Day S. CHAPTER 7 NEW STANDARDS FOR RESIDENT PROFESSIONALISM: DISCUSSION AND JUSTIFICATION (ACGME), accessed at [www.acgme.org](http://www.acgme.org)

Reitz R. balancing the rolls of family medicine residency faculty: A grounded theory study. Family medicine 2016; 48(5):359-365

Van den Bearg J, Verberg C, et al. Is being a medical educator a lonely business? The essence of social support. Medical Education 2017, doi: 10.1111/medu.13162

Permissions / images:

Pearls from Smithsonian Institute (Museum of Natural History). Einstein open access. <https://www.louvre.fr/en/departments/sculptures-en>; Playboy.com © use permitted per website. Open access. Disney Finding Nemo owned by presenter. Empire Strikes Back owned by presenter. SNL ©NBC. Cell phone images by presenter.

# STFM Annual Spring

Do Not Disturb: On



Join the conversation on Twitter: #STFM18

**Brenda Wilson, MS**

**[Brenda.Wilson@unthsc.edu](mailto:Brenda.Wilson@unthsc.edu)**

**Natascha Lautenschlaeger, MD, MSPH**

**[Natascha.Lautenschlaeger@unch.unc.edu](mailto:Natascha.Lautenschlaeger@unch.unc.edu)**