Words of 30 Years Experience

Charles N. Ellis, M.D. Department of Dermatology University of Michigan Ann Arbor, Michigan **DISCLOSURE OF RELEVANT RELATIONSHIPS**

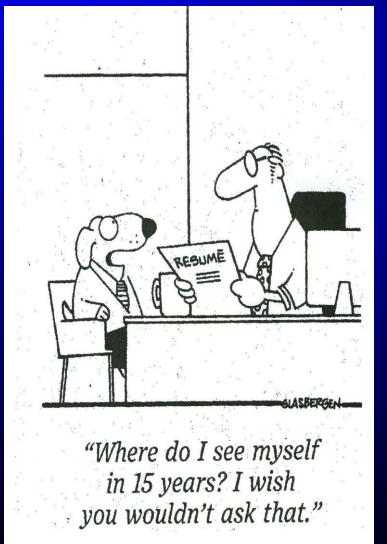
Charles N. Ellis, MD

No conflicts for this talk.

If you want to hear <u>claims</u> of "100% guaranteed"...



Interview



115 UM applicants after ~15 yrs... 85 (74%) had predicted

 85 (74%) had predicted research career

7 (8% of 85) faculty

Kia, KF, Gielczyk RA, Ellis CN: Academia is the life for me, I'm sure. Arch Dermatol 2006; 142:911-3.

Random thought

If you never interview underrepresented applicants, you won't have any underrepresented residents

- Ellis rule - Rooney rule \rightarrow NFL policy

You hear of resident problem from faculty

Hope against hope – but never goes away

Discuss issue with resident ASAP

Typical responses Resident: "It's not me, it's..."

You: "The fault, dear Brutus, is not in our stars but in Ourselves..." - Shakespeare: Julius Caesar, Act I, Scene ii

Problem of insight

Poor joke tellers told the most jokes

"The greatest of all faults ... is to be conscious of none."

- Thomas Carlyle, The Hero as Prophet

Be alert to the unexpected

If resident not doing as expected, could be due to undiagnosed illness

Random thoughts

Compliment in public, criticize in private

Don't critique on Friday it does get it off your chest for the weekend

Random thought Solving a prior problem: Senior residents must save 2 of 4 weeks of vacation until near end of year – saves time for interviews, moving, etc. Chair's permission needed to leave before June 30

Numerical thoughts

80:20 rule

20% of people cause 80% of problem

90:10 rule

90% of people want to do good job, 10% don't
 95:5 rule

Project fails: 95% done but not last 5%

Remind residents what is important -- repeatedly

Great customer service is important to us

- We have a Service Excellence Program
- We tell our residents
 - When invited to interview
 - At interview
 - At orientation

 We have been #1 in patient satisfaction in our Health System for 15 yrs straight

Every interaction, every single day is a Moment of Truth

Will we create lasting positive impression? --OR--

Will we have missed opportunity?

True for residents and for residency directors!