

Resident Training in Professionalism and Interpersonal Communication Skills

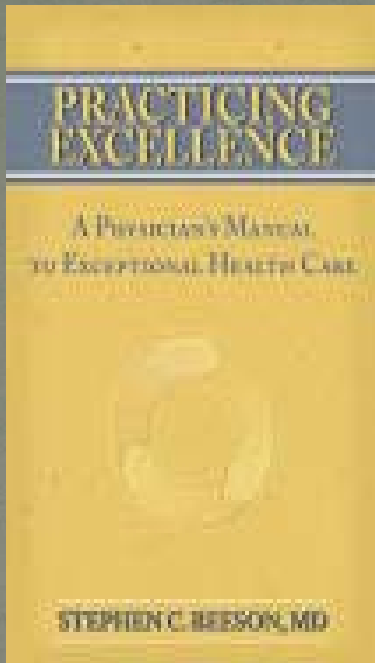
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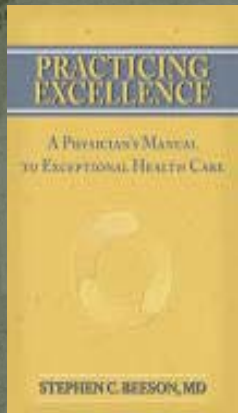
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Introduction

- Professionalism and interpersonal communication skills are important components of resident training. These competencies are a challenge for faculty to teach, to assess and to remediate.

Methods:





Methods

- **PART 1: Book Club: Practicing Excellence by Stephen Beeson MD**

Methods:



PART 2: Situational Judgment Test

- A test that presents a series of hypothetical scenarios and asks examinees how they would respond or behave in that situation.
- You see an acne patient, named Sam, along with one of your attendings. He/she is near your age and attractive. The night after seeing the patient, you get a Facebook message from one your Internal Medicine colleagues asking if you are single on Sam's behalf. What do you do?
 - Do not respond to the Facebook message.
 - Respond: This is very awkward. What is her name?
 - Respond: My relationship status is irrelevant. It isn't a good idea for me to get involved with a person I've seen as a patient.
 - Respond: I am off the market.

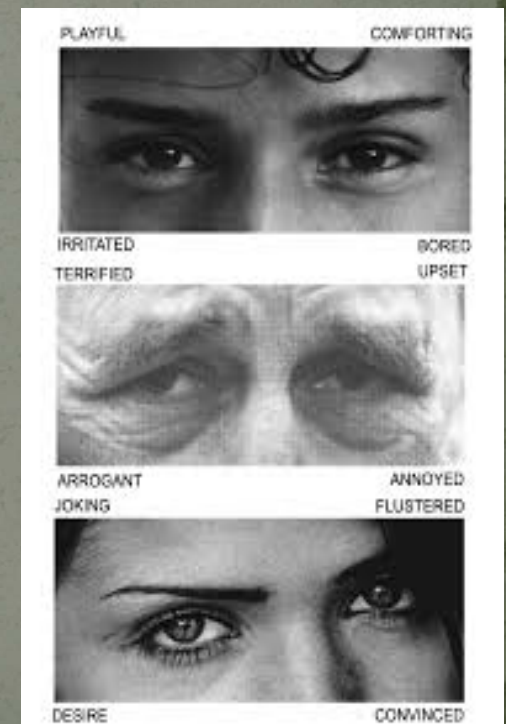


Methods

- PART 3: Lecture Topics:
- Growth Mindset in Residency and Beyond
- Crucial Conversations in Practice
- Giving and Receiving Feedback
- Psychological Safety

Methods:

- **PART 4: Reading the Mind's Eye**
 - The 'Reading the Mind in the Eyes' test is an empathy test, designed to reveal subtle individual differences in social sensitivity.



Methods

- **PART 5: Role playing**

- **Contrasting:** You are at UMC Clinic with Rosa. Rosa is one of your fellow residents. Rosa is very slow in clinic and you and your other 10 residents always complain behind her back about how few patients she has seen compared to you.
Practice Contrasting

- You are a female resident working with a male attending physician. This attending is goofy and makes jokes in clinic. He starts teasing you about your weight by calling you “chubby”. This is supposed to be ironic because you are very thin. He’s good natured about it and doesn’t mean any harm, but you don’t like it. Finally, you have mustered up the nerve to tell him that you’d prefer he not refer to your weight.

Results: Pre-Activity Assessment Survey

- 60% of residents learned the most about professionalism in medical school compared with 20% in residency, 10% during intern year and 10% from other work experiences.
- 100% of residents believe that they NEED professionalism training and that professionalism can be LEARNED.

Post-Activity Assessment Survey

- 70% Of residents cited the situational judgment test and discussion to be the MOST HELPFUL aspect of training.
- 80% of residents felt that GROUP training was the best way to teach professionalism, compared to 20% who preferred one on one mentoring.
- Once per year was the how often the residents felt that professionalism training was required.

Conclusion

- Based on the results of this activity, we will continue to create training on a yearly basis using situational judgment tests and group discussion to brush up on best practices and behaviors.
- We will use multi-source feedback to determine if our training has improved our interactions with patients and colleagues this year.

Thank You

