

## **UC Irvine**

### **Western Journal of Emergency Medicine: Integrating Emergency Care with Population Health**

#### **Title**

Teammate Appreciation and Recognition: An Intervention for Improving Well-being in Emergency Medicine Residency Programs

#### **Permalink**

<https://escholarship.org/uc/item/7ww0m7px>

#### **Journal**

Western Journal of Emergency Medicine: Integrating Emergency Care with Population Health, 24(3.1)

#### **ISSN**

1936-900X

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#### **Publication Date**

2023

#### **DOI**

10.5811/westjem.61037

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Residents completed a post session survey which showed 100% of participants found it very to extremely useful. In the future, using trained standardized patients may increase authenticity and elicit more realistic responses from participants. Also, providing spaced repetition with similar SIM didactics over the course of the year would improve effectiveness.

## 40 **Teammate Appreciation and Recognition: An Intervention for Improving Well-being in Emergency Medicine Residency Programs**

*Marie Wofford*

**Introduction/ Background:** Emergency medicine (EM) is widely known as a specialty with high physician burnout rates. In EM residency programs, it has been shown that burnout can be as high as 80%. Despite this, wellness interventions vary widely throughout emergency medicine residency programs. It is mandatory for programs to incorporate well-being in education, however, there lacks a standard for wellness interventions across EM residency programs. According to the National Academy of Medicine Conceptual Model for Clinical Well-being and Resilience, external factors influence wellness more than internal factors. One potential way to advance well-being in EM residency programs is to target the Learning/Practice Environment domain by focusing on teammate appreciation.

**Educational Objectives:** To advance the culture of well-being by developing an appreciation and recognition platform available to residents on shift.

**Design:** A database for weekly teammate recognition was made by making a QR code available to residents on shift. This QR code linked anonymous responses to an excel sheet that was tracked weekly over two months. This QR code was made available throughout the emergency department at resident workstations. The chief residents utilized this platform during weekly educational conference to recognize residents for their accomplishments.

**Impact/Effectiveness:** In a post-survey given to residents, the utilization of the QR code was assessed in addition to the impact of the QR code on well-being and learning/ workplace environment. The creation of a QR code for resident appreciation and recognition represents a feasible platform for residents to utilize and in doing so could further advance the culture of well-being in residency programs.

## 41 **The Key to Success in Transitions in Residency: Application of Coaching to Improve Feedback**

*Samantha Stringer, Charles Brown, Mallory Davis, Margaret Wolff*

**Introduction/ Background:** The time and volume

constraints of a busy Emergency Department can create barriers to residents receiving timely, specific, and actionable feedback. Furthermore, graduate medical education lags behind undergraduate medical education in adding coaching into their repertoire of tools to lead to resident success. Applying principles of coaching to the clinical setting by creating coaching shifts would lead to an improvement in both the quality and individualization of feedback, and the likelihood a resident internalizes and acts upon it.

**Educational Objectives:** The objectives of coaching shifts are to improve resident satisfaction with and integration of feedback, reflect upon and create resident-driven learning plans for improvement, and ultimately lead to increased success in the transition from intern year to second year of residency.

**Design:** A voluntary shift was offered to interns in the second half of the year. The coaches were fourth year residents who volunteered to serve in this role, and being a coach was their only clinical duty during the shift. There was no formal coaching training but the objectives of the shift were clearly conveyed to them, along with the interns. Interns worked a shift in the ED and would receive verbal feedback either throughout the shift or directly after. The intern was asked to reflect on their performance, both positive and negative, and the coach then shared their feedback. The coach and intern would discuss a specific action plan for improvement going forward.

**Impact/Effectiveness:** Coaching shifts lead to increased individualized feedback and therefore improved resident satisfaction with feedback and provides them the opportunity and support to self-reflect and create an action plan. It's an innovative way to prepare EM interns for the most difficult transition in residency. More broadly, they introduce coaching in medicine into GME. This has been done in 2 cohorts so far, and we are currently reviewing survey data from the most recent cohort after survey modification.

## 42 **The Price is Right: Cost Awareness Education for Emergency Medicine Residents**

*Amber Billet, Lorie Piccoli*

**Introduction/Background:** There is an increased need to educate residents about cost awareness. The diagnostic, treatment, and disposition decisions made in the emergency department (ED) have a significant impact on healthcare resource utilization and constitute an ACGME core competency. This topic has been increasingly emphasized in annual ACGME surveys.

**Educational Objectives:** 1. To increase resident cost awareness of common ED tests. 2. To emphasize the importance of providing cost-conscious care.

**Curricular Design:** At a regional conference including five