Reactive vs Proactive Support in Training/Residency

Professional Support Unit, Wales Deanery
Health Education & Improvement Wales (HEIW)

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Reactive vs Proactive Support in Training/Residency

• I do not have an affiliation (financial or otherwise) with a pharmaceutical, medical device or communications organization.

• Je n’ai aucune affiliation (financière ou autre) avec une entreprise pharmaceutique, un fabricant d’appareils médicaux ou un cabinet de communication.
Wales

Trwsnewid y gweithlu ar gyfer Cymru iachach
Transforming the workforce for a healthier Wales
Wales

- Nova Scotia is 55,284 km²
- Wales is 20,735 km²

- Population:
  - Wales 149 people/km²
  - Canada 3.5 people/km²
  - Nova Scotia 17.4 people/km²
Professional Support Unit (PSU)

• Wales Deanery
  • +/- 2,700 trainees/residents
• PSU provides guidance and information to all stakeholders

• 1703 Total Referrals
• 260 Active Cases
• 1443 Closed Cases ... 90% positive outcomes!
Referrals since 2008 - Impact of Proactivity

<table>
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<th>Year</th>
<th>F1/F2</th>
<th>CT/ST1+2/FTSTA</th>
<th>ST3&lt;</th>
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Referral Reasons

- No single reason
- ↑ in exam related reasons

- 22% Regulator
- 27% Training Progress & ARCP Outcome
- 23% Communication / Attitude / Behaviour / Environment
- 13% Knowledge & Skills
- 8% Health & Disability
- 7% Passing Exam
- 7% Regulator
PSU Referrals

- Exploration of support needs and options
- Addressing exam preparation & technique
- Developing an educational plan with outcomes
- Assisting with adjustments for health or disability
- Exploration of career options
- LTFT training options
- Referral for psychological support
PSU Referrals

• Clinical Psychologists & Therapists
  • Through PSU
  • Confidential

• Educational Psychologist
  • SpLD Report
  • Recommendations for Adjustments
Exam Referrals

• Psychological input:
  • Year 1: 23 trainees/residents referred for exam failure: 16 passed
  • Year 2: 31 referred for exam failure: 20 passed
  • Year 3: 27 referred for exam failure: 18 passed

• Particularly positive results where trainee experienced repeated exam failure
Barriers to Accessing Support

- Confidentiality
- Misinformation
- Denial - Insight
- Cynicism
- Perceived Stigma
  - Professional
  - Mental health
How we Promote Proactivity?

• Education for both trainees/residents and faculty members
• Provide a safe space
• PSU plays a neutral role
• Normalise support

Promote:
• ‘Problem solving’ as a team effort
• Positive psychology
• ‘Professional support’ as a value NOT ‘performance management’
Why is Proactivity Important?

• Early intervention leads to better outcomes
• Doctors are reticent about seeking help
• Many doctors equate support to failure
• Faculty sometimes see it as a failure too
Recent Feedback from Trainees/Residents …

• "We have busy lives as medics / families / on-calls and I think forcing me to take the time out to reflect was very helpful. I certainly think that it would have aided my not needing to take further time out (possibly sick leave?) over the past year. I go into my new post with renewed vigour and certainly more life experience to my name. All the best, and thanks once more for the support when it was needed most."

• “Think this is a valuable service for trainees who may be struggling for a number of reasons. It certainly avoided extra sick days for me - so was cost effective!”
Recent Feedback from Trainees/Residents …

• “The support offered was exceptional. I was very depressed and anxious, and I was struggling to complete my training. The support offered ensured that I did. I am so grateful for your kindness and understanding starting from the first meeting for assessment, and your ongoing emails to make sure I was ok.”

• “Helped me get through my exam by a professional identifying I have learning difficulties!”

• “A really helpful and useful service which allows a confidential space for discussing any problems.”
References

• Ted Talk: Amy Cuddy: ‘Your body language shapes who you are’:
  https://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are

• Ted Talk: Dr Alan Watkins: ‘Being brilliant every single day’:
  https://www.youtube.com/watch?v=q06YlWCR2Js
  https://www.youtube.com/watch?v=Q_fFattg8N0

• Breathing techniques:
  https://www.youtube.com/watch?v=w4lHbckKV4w

• Yoga techniques:
  https://www.youtube.com/watch?v=-cs1SiGEMbg
  https://www.researchgate.net/publication/237080262_YOGA_PRACTICES_FOR_PREVENTION_MANAGEMENT_OF_HYPERTENSION

• Wheel of Life & other tools: https://www.mindtools.com/pages/article/newHTE_93.htm

Thank you .... Questions?

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