Transitions to Competence By Design and implications for resident burnout: A case study

Author: Dr. Paula Cameron
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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.
Team members and funder

Dr. Paula Cameron  
CPD & Medical Education

Dr. Anna MacLeod  
CPD & Medical Education

Dr. Sarah Manos  
Department of Pediatrics

Dr. Cindy Shearer  
Postgraduate Medical Education

Dr. Carolyn Thomson  
Resident Affairs

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Introduction

**Burnout:**
- emotional exhaustion, depersonalization, diminished personal accomplishment (Maslach et al, 1996)
- caused by institutional and workplace factors (Dyrbye et al. 2014)

**Competence by Design:**
- Canadian milestone-oriented assessment structure
- promises to radically change Canadian residency education, with unknown impacts on resident wellbeing
Methods

**Question:** How does a transition to CBD affect resident burnout at Dalhousie?

**Methodology:** Exploratory case study (Yin, 1994)

**Data Collection**
- 2018-2019
- In-depth interviews (n=10) with residents, PDs, admin
- Document analysis (n=30)
- Emergent thematic analysis
You know, **we’re supposed to be strong and invincible**, and not vulnerable. (R4)

**24 hour call**, I think it contributes to burnout without question...that wears on people for sure. (R1)

**Time** is a big part [of burnout]...It definitely goes in waves.... But there’s times where you just feel... “I’m just a shell of a person right now.” (R3)

You make these dark jokes and make jests at what’s happening around you. And at times, it is [about] **trying to get through the days.** (R2)
Burnout: A Multi-level Model

- Superhero standards, racism and sexism
- ↑ workloads, ↓ resources; staff burnout; specialty demand
  - Normalization, competition, mistreatment, workplace trauma
  - Dual roles as workers, learners; lack of scheduling control
  - Program and specialty culture (resident support; collegiality); program size
- Social support; educational debt; personal stress
- Professional motivations, uncertainty; coping style

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- SOCIETY
- HEALTH SYSTEM
- PROFESSION
- INSTITUTIONS
- RESIDENCY PROGRAM
- PERSONAL LIFE
CBD as Living Lab

Resources  Technology  Cohort Growth  Assessment Impacts  Remediation Impacts

Evaluation Challenges  Resident Characteristics  EPA Refinement  Workload Changes

Resident Wellness
CBD and Resident Wellness

- Personal transitions
- Transparency
- Flexibility

- Structure
- Early intervention

+ Admin work
- Chasing feedback
- Educating staff
- Increased pressure
- Evaluation fatigue

Pressure

Increased

Flexibility
Opportunities

Practice enhancements
• ↓ documentation of common procedures
• CBME coordinator
• Specialty-specific feedback format
• Improved technology

Professional Development
• CBD & wellness, resident experience
• Staff feedback practices

Cultural shifts
• Superhero ideal, burnout normalization
• Burnout as systemic issue
• Debriefing, emotional work/trauma
1. Burnout is a complex, multi-level work syndrome.

2. CBD is a living lab, offering strengths, challenges, and opportunities for innovation.

3. CBD can offer opportunities to strengthen resident wellbeing through:
   • practice enhancements
   • professional development, and
   • cultural shifts.
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