Mentoring Program for Medical Residents: Faculty Development Program for Mentors

Mary Ana Cordero Díaz macorderodiaz@tec.mx
Oscar Valencia Urrea
Minerva Cardona Huerta
Sofia de la Rosa Zapata
Raúl F. García Maya
TECNOLÓGICO DE MONTERREY (México)

September 27, 2019
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.
Mentoring Program for Medical Residents: Faculty Development Program for Mentors

Background

• The purpose of the Tecnológico de Monterrey School of Medicine’s Mentoring Program for Medical Residents is to implement an initiative to improve residents’ educational outcomes and support them to improve personal wellbeing and plan their future career.

• In 2018, at the Tecnológico de Monterrey School of Medicine a specific Faculty Development Program for Mentors of Medical Residents was designed and implemented.
Theoretical Framework

• The successful mentoring relationship in medicine develops when a mentor with skills, knowledge and experience provides advice, guidance and support to his apprentice.

• These interactions foster characteristics and qualities in learners that allow a successful professional trajectory (Kashiwagi, Varkey & Cook, 2013).

• Different aspects of interactional foundations to generate an environment of optimal mentoring (Davis & Nakamura, 2010):

  - Emotional Security
  - Concern/Feedback
  - Support
  - Centered in the resident
  - Respect
Mentoring Program for Medical Residents: 
*Faculty Development Program for Mentors*

**Summary of Work**

- In August 2018, Faculty of 6 Residency Programs (*Internal Medicine, Obstetrics/Gynecology, Radiology, Neonatology, Geriatrics & Quality of Clinical Care*) were invited to become mentors.

- The specific *Faculty Development Program for Mentors* was required to be accredited.
Mentoring Program for Medical Residents: Faculty Development Program for Mentors

The Faculty Development Program for Mentors of Medical Residents is divided in three modules:

(1) Mentoring in a medical residency program
(2) Strategies & tools for mental health & suicide prevention
(3) Mentoring Residents and support services for case reference
Mentoring Program for Medical Residents: Faculty Development Program for Mentors

Module I
Introduction to the program, objectives, role and interviewing techniques.

Module II
Suicide prevention QPR (Question, Persuade & Refer) Gatekeeper training

Module III
Mentoring interviewing techniques
Identification of cases: support services
Case simulation training
Simulation Cases:
6 different scenarios of a resident & wellness mentor (1) – (6)

Mentoring Program for Medical Residents: Faculty Development Program for Mentors

- Innovation
- Vision Global
- Teamwork
- Human Sentiment
- Integrity
- Eureka
- Transformation
- Wellbeing
- Idea
- Creativity

Plenary Room: Introduction & Instructions
# Mentoring Program for Medical Residents: Faculty Development Program for Mentors

<table>
<thead>
<tr>
<th>Team/Time</th>
<th>8.30 am</th>
<th>8.42 am</th>
<th>8.45 am</th>
<th>8.57 am</th>
<th>9.00 am</th>
<th>9.12 am</th>
<th>9.15 am</th>
<th>9.27 am</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team A</td>
<td>C1pA1</td>
<td>Transition</td>
<td>C2pA2</td>
<td>Transition</td>
<td>C3pA3</td>
<td>Transition</td>
<td>C4pA4</td>
<td>Transition</td>
</tr>
<tr>
<td>Team B</td>
<td>C2pB1</td>
<td>Transition</td>
<td>C3pB2</td>
<td>Transition</td>
<td>C4pB3</td>
<td>Transition</td>
<td>C5pB4</td>
<td>Transition</td>
</tr>
<tr>
<td>Team C</td>
<td>C3pC1</td>
<td>Transition</td>
<td>C4pC2</td>
<td>Transition</td>
<td>C5pC3</td>
<td>Transition</td>
<td>C6pC4</td>
<td>Transition</td>
</tr>
<tr>
<td>Team D</td>
<td>C4pD1</td>
<td>Transition</td>
<td>C5pD2</td>
<td>Transition</td>
<td>C6pD3</td>
<td>Transition</td>
<td>C1pD4</td>
<td>Transition</td>
</tr>
<tr>
<td>Team E</td>
<td>C5pE1</td>
<td>Transition</td>
<td>C6pE2</td>
<td>Transition</td>
<td>C1pE3</td>
<td>Transition</td>
<td>C2pE4</td>
<td>Transition</td>
</tr>
<tr>
<td>Team F</td>
<td>C6pF1</td>
<td>Transition</td>
<td>C1pF2</td>
<td>Transition</td>
<td>C2pF3</td>
<td>Transition</td>
<td>C3pF4</td>
<td>Transition</td>
</tr>
</tbody>
</table>

**C1** = Case 1  
**pA1** = Professor Team A with ID #1
## Mentoring Program for Medical Residents:
### Faculty Development Program for Mentors

<table>
<thead>
<tr>
<th>Case</th>
<th>Theme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case 1</td>
<td>Life-work balance</td>
</tr>
<tr>
<td>Case 2</td>
<td>Resident with Burnout</td>
</tr>
<tr>
<td>Case 3</td>
<td>Substance abuse</td>
</tr>
<tr>
<td>Case 4</td>
<td>Time for family</td>
</tr>
<tr>
<td>Case 5</td>
<td>Relationship with Supervisor</td>
</tr>
<tr>
<td>Case 6</td>
<td>Nutrition &amp; exercise</td>
</tr>
</tbody>
</table>
Faculty Development Program for Mentors:
Support services for case reference

Directorio de Servicios
CAMPUS MONTERREY

Línea de apoyo 24 horas
01 800 813 9500 o marcar desde tu celular 442295 3004 (Soporte emocional, médico, nutricional, legal y economía familiar).

Conmutador Tec
8358 2000

Asesoría y Consejería
Aulas 3 305 ext. 3516 y 3517
http://asy.mrc.itecm.mx/

Mejoramiento Académico
CETEC, Torre Norte, 7mo piso ext. 2108 y 2198

Servicio Médico
Edificio Centrales Sur, 1er piso ext. 3580 y 3581

Emergencias
1591 1551

911 EMERGENCIAS

Línea de vida de la Secretaría de Salud en el Noreste de México
01 800 822 3797

Cruz Roja Emergencias
065
Mentoring Program for Medical Residents: 
*Faculty Development Program for Mentors*

**Results**

- Several dates of the *Faculty Development Program for Mentors* were offered from August 2018 to February 2019.

- From August 2018 to February 2019, **44 professors of the 6 Residency Programs** (Internal Medicine, Obstetrics/Gynecology, Radiology, Neonatology, Geriatrics & Quality of Clinical Care) **accredited the training**.
Mentoring Program for Medical Residents: Faculty Development Program for Mentors

Discussion & Conclusion

• After completing their training, the mentors have one-on-one meetings with residents in which they would talk about current concerns.

• After identifying any problems or concerns in each of the mentoring categories (academic, personal & future career), they will design a work plan and schedule a follow-up meeting within three months.

• If the situation warrants it, the mentor will refer the resident to the corresponding support department.
Mentoring Program for Medical Residents: Faculty Development Program for Mentors  
August 2018 to August 2019

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Complete</th>
<th>Total of Mentors</th>
<th>Total of Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radiology</td>
<td>92%</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>Geriatrics</td>
<td>100%</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>Quality Clinical Care</td>
<td>100%</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Neonatology</td>
<td>63%</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>58%</td>
<td>17</td>
<td>29</td>
</tr>
<tr>
<td>Ob/Gyn</td>
<td>32%</td>
<td>28</td>
<td>39</td>
</tr>
</tbody>
</table>
Mentoring Program for Medical Residents: Faculty Development Program for Mentors

References


Mentoring Program for Medical Residents: Faculty Development Program for Mentors

Mary Ana Cordero Díaz macorderodiaz@tec.mx
Oscar Valencia Urrea
Minerva Cardona Huerta
Sofía de la Rosa Zapata
Raúl F. García Maya

TECNOLÓGICO DE MONTERREY
(México)
Help us improve. Your input matters.

- Download the ICRE App, or
- Go to: www.royalcollege.ca/icre-evaluations to complete the session evaluation.

Aidez-nous à nous améliorer. Votre opinion compte!

- Téléchargez l’application de la CIFR
- Visitez le www.collegeroyal.ca/evaluationscifr afin de remplir une évaluation de la séance.

You could be entered to win one complimentary registration for ICRE 2020 in Vancouver. Vous pourriez participer au tirage d’une inscription gratuite à la CIFR 2020 à Vancouver.