

A team approach to identifying residents in need, diagnosing their needs and designing appropriate interventions

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This paper is a retrospective study of a team-based system to support programs and their residents in need. Additionally, the paper describes the approach used to identify the “real” problems and the selection and implementation of a comprehensive, consistent and competency-based approach to better manage residents in need.

First, the paper provides a profile of more than 70 resident cases from the past 4 academic years, describing their specialty programs, training levels and the competency areas of need. This descriptive profile outlines the presenting problems and associated issues, which may be causal or contributory. The high incidence of wellness issues is specifically explored.

The paper then describes the team that works with residents in need. Additionally, the paper reviews the use of an educational inquiry tool by residency program directors in the development, implementation and evaluation of the trainee’s competency-based remediation program.

Next, case studies are used to illustrate the team’s approach to designing and implementing teaching, evaluation and supportive remediation plans. For example, a resident with professionalism issues such as unexplained absences and not providing care for assigned patients might have a plan that includes both a reflective paper on the risks and impact of their behavior and a meeting with the resident wellness staff to inquire about other issues that may be impacting their behavior.

Finally, the paper reports on the outcomes of remediation plans for these cases and summarizes the identified key issues and options in optimizing success for residents in difficulty.