

Redesigning Residency Orientation During a Pandemic: How to Adjust to the Virtual Setting

INTERVENTIONS

Patient and Staff Safety

- Clinic safety protocols and PPE
- Staff Illness protocols

Team-Based Care

- Paired dyad team-building exercises



Quality Improvement Series

- Population Health and Tableau
- IHI Quality Improvement Toolkit
- Clinic-based QI Projects

Lifelong in the Pandemic

- Initial Covid Response
- Primary Care during the Pandemic
- Mental Health, Stress, and Disparities
- Reflections with Senior Leadership



Resident Wellness

- Personal wellness plans
- Compassion, Empathy and Burn-out
- "The Four Habits Model: Getting the Most Out of the Clinical Encounter"

OUTCOMES

- Creation of meaningful and supportive work community
- Strong sense of organizational belonging
- Increased confidence delivering care in a virtual setting
- Generation of high-quality, resident-led QI projects
 - "Decreasing barriers to care for uninsured patients"
 - "Implementation of a clinic-wide prenatal care checklist"
 - "Improving access to retinopathy screening for diabetic patients"



REFLECTIONS

- Unique opportunity to innovate, redesign and demonstrate flexibility as a brand-new program
- Continue to approach the process with creativity and growth mindset to highlight core values
 - Imparting foundational clinical skills
 - Promoting a sense of organizational belonging
 - Developing personal resilience skills

