



JULY 2022

Customer Connections

Onboarding New Medical Residents to Your
Organization's Patient-Experience Culture

Contents & Recording Roadmap

Key sections of the Connections Session are listed below, with the associated time within the [video recording](#)

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Human Understanding

Human Understanding is necessary on both sides of the stethoscope. This call's focus was on medical residents and how organizations: onboard to their patient experience culture, provide coaching and praise, and support medical residents in their own experience with the organization.

Medical residents are passionate, eager to learn and have an impact on the patient's experience. Below are two patient comments that speak to this impact.

"I had a wonderful experience. I think the nursing staff was excellent, and the surgeon who did my surgery, I am not 100% sure of his name. **He was a surgical fourth year, resident, or whatever it is, but he was excellent. Made me feel totally at ease and I appreciate the service and the care I received when I was there.**"

"Overall experience our was really great. The nursing staff was phenomenal and I felt confident with most of the clinicians that we saw. **I think you could really improve care with more continuity. So less providers. We were there for 5 days and we must have seems 30 providers between different doctors and residents.** We never saw the same doctor twice. And so **every time, every day, when they came into the room multiple times a day I had to explain my entire history from the start which is clearly in the charts. And I know they don't have time to read all the charts, but it was just frustrating. And then, you know, if we didn't speak up about certain things, they wouldn't have known because they're busy.**"

Resident Onboarding to Patient Experience

Medical residents are an important part of the care team and have a significant influence on the patient's experience. It is important to ensure that they are up to speed on your patient experience philosophy and expectations.

Discussion:

Describe how you onboard residents to your patient experience culture and expectations.

- Sandra Moore, DIO at Atrium Health –They used to have an in-person onboarding during the first week of orientation. They would present their culture, commitment, values and expectations. Now this process is done via online learning due to COVID.
- Colleen Urquhart, Patient Experience Advisor at Atrium Health – Prior to the pandemic, they had an in-person half-day program the day before their residency program officially started. It consisted of about 300 individuals at round tables. Physicians, nurses, patient/family advisors were present. They discussed patient experience, did small group

discussions and activities. This was very well received. Since COVID, they have had to switch to an online module.

- Amanda Harden, Patient Experience Specialist at UAMS – They currently meet with the residents for about 1 hour during their general resident onboarding. During this time, the medical director for patient experience talks to them about the organization's expectations, importance of the data and general concepts of patient-centered care. Their biggest challenge is getting access to the residents in a large group setting.

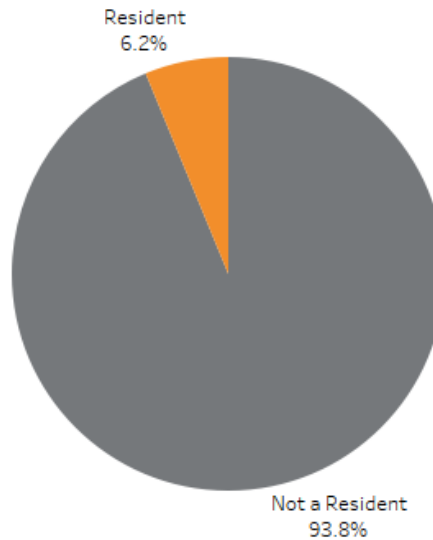
Challenges with onboarding sessions.

- Time with residents
 - Sandra Moore, DIO at Atrium Health – When new residents go through orientation, they are typically together for that time period. They take advantage of that time. They started having regular gatherings for the residents at the institution level for various reasons. The thing that works best is to try to get in front of them when they are already gathering
 - Colleen Urquhart, Patient Experience Advisor at Atrium Health – When they started their onboarding program they partnered with safety and quality. They operate as if safety, quality and patient experience go hand in hand. The residents have mandatory safety training, so they combine all of that information and teach it together. They have learned that the resident programs have built-in educational training days that they have been able to take advantage of.
- Virtual training sessions
 - Colleen Urquhart, Patient Experience Advisor at Atrium Health – They made videos of advisors telling their story around safety, culture, and experience. These were shared along with some of the didactic presentations.

Attribution

Patient experience data can be a great resource for providers to validate that they are delivering on expectations or a tool to coach when they are not.

Our database shows that most of our partners do not view their patient experience data at the Resident level. Through this discussion, participants shared that they did not know this was a possibility and that they were interested in this type of attribution.



Discussion:

What is your organizations current attribution methodology? What is your organization's approach to providing feedback, coaching and celebration?

- Latrice Carrillo, Nurse Coordinator Patient Experience at Riverside University Health System – Their data is currently rolling up to the attending. The attending's data is more of a measure of their teaching as multiple residents will roll up to them. The coaching and celebrating of the residents is provided by the attendings.
- Kenan Hodges, Director of Patient Experience at Atrium Health – They attribute similarly to Riverside University Health System. Along with their NRC Health Customer Success Manager, they shared their pediatric data with their pediatric residents. They discussed the importance of patient experience and improvement recommendations.

Attribution by Medical Resident is Possible

Rachel Hamilton, CSM with NRC Health, shared if organizations are capturing the medical resident's information within the EHR, that information can be extracted for attribution and analysis. Depending on the file, this may require a custom report. There are great improvement tools that can be utilized by having this information. Provider Scorecards are one example. Residents can get feedback directly from the patients they take care of. The scorecards can also go to the resident's faculty to allow for more teaching, coaching and praise. If this is something you are interested in, please reach out to your Customer Success Manager.

Medical Resident Experience

We have established that residents influence the patient's experience. We also know that there is a strong correlation between employee engagement and patient experience. It is important to think about the resident's experience at our organizations. NRC Health's Solutions Expert, Nolan Miller shared the philosophy of the Honeymoon-hangover effect. This is when engagement is likely to spike as an employee begins a new role, but as expectations fall short or the role no longer feels new and exciting, engagement levels drop after about 6 months.

Discussion:

Do you believe that this philosophy applies to residents and what are you doing so that your residents feel supported during their entire time at your organization?

- Latrice Carrillo, Nurse Coordinator Patient Experience at Riverside University Health System – Their organization is part of HQI Cares BETA HEART initiative. There is a “care for the caregiver” component to this program where individuals can be enrolled and be provided extra support. This will be available for residents as well.
- Sandra Moore, DIO at Atrium Health – Research shows that excitement for residents within residency programs drops at about 6 months regardless of your employer. It is hard to separate out how much stress and burnout is due to the institution or their residency program. They have done several initiatives, such as: wellness subcommittee for residents, assistance programs, and half-day retreats for each program. The institution surveys its residents on a regular basis, and they are able to drill into their responses and provide support as needed. The GME program also conducts several surveys. These surveys inform their strategic plan.

Medical residents play an important part in the care team and have a significant role in the care experience. Onboarding them to your culture is critical. Providing resident-level data can be a useful tool to demonstrate the real impact of medical residents. Having a strategy to engage and support residents is necessary to bringing joy to their work and enabling them to embrace your patient experience culture.

Resources

[Honeymoon-hangover effect](#)