Dealing with the Problem
Challenging Resident

Amy B. Reed, MD, FACS
Professor and Chief, Vascular Surgery
Department of Cardiovascular and Thoracic Surgery
Rush University Medical Center

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No disclosures…

just biases and opinions
The Challenging Resident

• Altruistic view that all want to come in and do well

• Many different personalities walk through your door!

• Chronologically adults but may act like your children!
Identifying the Issue

Chronic or situational

Academic Issues

Non-Academic Issues

Home / Relationship Issues
Identifying the Issue

Academic Issues
- Failure to progress
  - Poor knowledge acquisition
  - Poor clinical judgment
  - Patient safety issues
- Learning Disabilities
  - ADHD
  - Dyslexia
Identifying the Issue

Non-Academic Issues

- Health
  - Physical
  - Mental

- Substance Abuse
  - Alcoholism
  - Drug Dependence

- Verbal / Physical Abuse
Identifying the Issue

Non-Academic Issues

– Sexual Harassment
– Racial Discrimination
– Intimidation
Identifying the Issue

Home / Relationship Issues

- Spouse / Significant Other
  - Job change
  - Separation / Divorce
- Child / Aging Parent Issues
- Financial problems
Recognize Your Own Reactions

• Feeling frustrated?

• Giving up on teaching trainee?

Don't worry when I fight with you, worry when I stop because it means there's nothing left for us to fight for.
Identification of Specific Issue

- First line of defense is the *rotation evaluations*
  - Often first notification of a potential problem
  - Frequent residency/education review committee is crucial
  - Oral discussions reveal issues not documented in rotation evaluations
  - *Documentation of the oral discussions* is crucial
Resident Review Meetings

• Avoid personality discussions
• Use competencies to identify, dissect and specify exact academic issue
• Develop uniform set of phrases that explain the deficiency identified
• Use these phrases in evaluations
• Phrases serve as basis for a remediation plan if necessary
Competency Deficiency Phrases

• Knowledge Base
  – Poor fund of textbook knowledge for current PGY level
  – Poor textbook knowledge base foundation.

• Clinical Judgment
  – Inability to translate textbook knowledge into clinical decision making
Competency Deficiency Phrases

Oral presentations

– Inability to present pertinent data in a succinct manner

– Disorganized and illogical thought processes during formal oral and written presentations
Problems - Logistics

• Shows up July 1 without a license

• Lives 40 minutes from the hospital

• Never got around to taking USMLE 3
Problems - Performance

Poor performance requiring dismissal
Problem – Interpersonal

Emotional lability

Interpersonal Skills
Solutions

• Pay attention to details
• Recognize and remediate early
  • Time Off?
  • Counseling
  • Focused and frequent meetings
  • Engage mentor
• Realize and react if it just isn’t working
• Repeating a year often not possible
Summary

Document, Document Document!

Engage DIO early on

Utilize your GME office

Program Coordinators - Sit in on difficult conversations between PD and trainee to avoid “he said/she said”