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Special points of interest

- The Art of Giving Feedback
- Residents' National and State Representation
- Scholarly Activities and National Spotlight





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From the Editor

It is Never Too Late! - The Teamwork Issue

This issue of *Milestones in* Medical Education Newsletter I call The Teamwork Issue in Natural Disasters. This issue was delayed due to the anticipation of Hurricane Irma and its expected impact on our community and our State (It is never too late!!). Thankfully, the storm passed by with some damages that could have been certainly much worse. During these times, we prepared for Irma in the wake of Hurricane Harvey and its impact on Houston. We watched closely the "cone of certainty" (or the cone of uncertainty)... we anticipated the worse and prepared. We watched the anxious look on some of us Floridians who have been through hurricanes before as well as the anxious look of those who have never been through one before. Regardless we did see the spirit of collaboration and interprofessional teamwork before, during, and after the storm. We

are certainly very proud of our Medical Education trainees (both Alpha and Bravo teams) who displayed a great deal of caring, teamwork, and interprofessional collaboration. Now we watch and support those who have families affected by Hurricane Maria in the Caribbean islands and Puerto Rico as well as those who were affected by the earthquake in Mexico through drives and donations.

As life goes back to normal in Miami, the department of Medical Education resumes its routine function. At this time, we are gearing up for another recruitment season. In this issue of Milestones in Medical Education:

* Our trainees continue to present their scholarly work nationally

- * Our trainees continue to display the MCHSWay and receive e-Recognitions for their professionalism and Humanism
- * Our trainees continue to participate in communitybased initiatives as well as State and National competitions.

Although we had few weeks of anticipation, anxiety, preparations, and chaotic days, we are now refocusing on the clean-up, on continued collaboration, and on extending helping hands to other less fortunate communities that were severely affected by hurricane Maria and the earthquake.

Rani S Gereige, MD, MPH, FAAP - DIO

Giving Feedback is Easy!



hat is feedback?

Feedback has two parts – a description of what you saw a learner do and your judgment of their behavior. Sometimes it also includes your recommendation for how to improve.

So this is an example of feedback: "You're right, you did establish excellent rapport with the patient, let's discuss how you did that."..."if you use medical terms like thrombocytopenia, you need to explain that" and "How can you improve?" ... "Yes, I agree that reading about medication side effects would be a great idea. What's your SMART plan?"

And this is NOT feedback: "You did a great job today. Keep up the good work!"

Tips for effective feedback:

- ◆ Give limited feedback Give feedback at the level of the learner in bite size chunks, just as we provide patient education.
- Give frequent feedback Give feedback frequently to the learner rather than waiting until midpoint or the end of the rotation.
- Give timely feedback Give feedback directly to the student at least once a day rather than waiting to fill out assessment forms.
- Label feedback as feedback

Start with "I'm going to give you some feedback now." Then give it! You

can finish up with: "I hope this feedback is helpful for you."

- Use your observations as the basis of your feedback.
 Feedback is based on your observations of the learner, not what other people have told you.
- Have a conversation with questions

Rather than telling the learner your feedback, feedback should be thought of as a conversation. Start with asking the learner for their own selfassessment. This allows you and the learner to understand how s/he sees their progress. "What did you do well?" "What can you improve?" "What's your SMART plan for improvement?"

SMART=Specific, Measurable, Achievable, Relevant, Time-limited

 Discuss behavior, not personality

Feedback shouldn't just say if the student is successful or intelligent (personality) or not, but how the student is progressing or what behaviors the student is exhibiting (behavior). This way, learners will see themselves on a path of learning and think about how to move forward and improve. Rather than saying "You seem very uninterested in what's going on with patients other than your own," you can say "You do not contribute to the discussions on rounds about other patients, and usually get your cell phone out as soon as we finish talking about your patient."1

Feedback improves learner performance!

In 2006, at Southern Illinois University, 33 medical students were instructed on knottying. Half received compliments and half received specific, constructive feedback. Students in the feedback group improved their suturing, whereas students in the compliment group did not improve. but were more satisfied. The concluded authors that "Student satisfaction is not an accurate measure of the quality of feedback. It appears that satisfaction ratings respond to praise more than feedback, while learning is more a function of feedback."2 Praise did not improve performance, feedback did.2

References:

- Dweck C. Mindset the new psychology of success. Random House, NY. 2006.
- Boehler ML, Rogers DA, Schwind CJ, Mayforth R, Quin J, Williams RG, Dunnington G. An investigation of medical student reactions to feedback: a randomised controlled trial. Med Educ. 2006;40 (8):746–9.

Guest Columnist:

Suzanne Minor, MD, FAAFP Director of Clinical Faculty Development Associate Professor, Office of Medical Education Florida International University Herbert Wertheim College of Medicine

Milestones in Humanism and Professionalism

NCH Trainees Compliments and e-Recognitions

Elizabeth Macintyre, MD (PGY3)





Antonia Sigl, MD (PGY2)

Drs. Elizabeth Mcintyre and Antonia Sigl received an MCHSWay e-Recognition from Erica Penaranda, RNIII (Hematology-Oncology-6T) their display of the MCHS Value of Collaboration. Ms Penaranda commented: *'Coming in*

to two change of shift admissions amongst many many other things, would have not been the same without the teamwork we had this evening! From the residents PL3 Elizabeth Macintyre, PL2 Antonia Sigl and the nursing staff Sabrina Aboulhosn, Lauren Zubizarreta and Elizabeth Lopez all necessary tasks were handled smoothly and in a timely manner. Nights like this prove why teamwork is so essential!". Congratulations Elizabeth and Antonia.

Adam Stathas, MD (PGY1)

Dr. Adam Stathas received an MCHSWay e-Recognition from Suset O'neill-Santos-3E Unit Coordinator for displaying the MCHS Values of Collaboration, Responsibility, and Advocacy. Suset commented: "Today was a very heavy afternoon in 3 east and Dr Stathas went the extra mile by helping the nurses with all questions and problems even though his shift was finish. Thank you so much from 3 East"

Congratulations Adam. We are proud of you.



Milestones in Scholarly Activities

NCH Trainees & Faculty Disseminate their Scholarly Work on the National Stages

Drs. Jessica Barreto, Desiree Sierra, Mary Wood, and Raphael Sturm were notified that two of their abstracts were accepted for presentation as a poster at the NASPGHAN meeting in November. The two abstracts are titled:

- 1. Barreto J, Sierra D, Wood ML, Totapally B. "EPIDEMIOLOGY AND OUTCOMES OF THE USE OF PARENTERAL NUTRITION IN HOSPI-TALIZED CHILDREN IN THE UNITED STATES".
- 2. Sturm R, Barreto J, Clemente M. "HERPES SIMPLEX ESOPHAGITIS IN IMMUNOCOMPETENT

CHILDREN: A CASE SERIES"

Congratulations!!!

Dr. Christie de la Vega presented her fellowship project titled: *'UTI in Febrile RSV Positive Infants and Children aged 2-24 Months"* at the Florida Chapter of the AAP Annual Meeting.

Dr. Maria Behnam-Terneus presented her poster titled: "Dexamethasone as Steroid of Choice in Acute Asthma Exacerbations" at the Florida Chapter of the AAP Annual meeting. Her poster was selected as the recipient of the Best Poster Presentation of Original Research Award. Congratulations!!!







Milestones in National and State Representation

NCH Pediatric Residents Represent the Program Nationally and Locally



AAP SOPT Program Delegates Elected

Sara Selem, MD (PGY3)



NCH Pediatric Residents Participate in the FCAAP Annual Pediatric Brain Bowl

Jessica Barreto, MD (PGY3)



Alejandro Frade, MD (PGY2)

Dr. Sara Selem was voted as the National Program Delegate of the NCH Pediatric Residency Program and **Dr. Alejandro Frade** was voted as the Assistant Program delegate to the AAP Section on Pediatric Trainees (SOPT). Congratulations to Sara and Alejandro on this national post!!! Alejandro Hoyos, MD (PGY3)

Desiree Sierra,

Drs. Jessica Barreto, Desiree Sierra, and Alfonso Hoyos represented the NCH Pediatric Residency Program on September 2 2017

at the AAP Florida Chapter meeting Annual Pediatric Brain Bowl at the Disney's Grand Floridian. The Brain Bowl is a fun jeopardy competition amongst the 10 Pediatric Residency Programs in the State of Florida. The NCH Team won the qualifying round and advanced to the Chamionship round. The competition was won by Florida Hospital. Thank you Jessica, Desiree, and Alfonso for representing us well.







Milestones in Happy Family & Creation of a Patient Experience

3NE Team CREATEs a Unique Patient Experience for a Family

In July 2017, the 3NE Team organized a surprise baby shower for the parents of a patient who has been in the hospital for over 4 months. The 3NE staff got together made all the arrangements and had a surprise baby shower for the mom and dad . They got decorations, a cake,

lots of food, and gifts for the new The 3NE staff gesture shows baby girl. One of the care assis- that they went out of their way to tants made all of the decorations CREATE a happy family and a for the shower. The shower was memorable experience that the held in the staff lounge! The staff brought presents and balloons for Milestones newsletter wanted to the patient too! Some of the resi- feature the 3NE staff. dents participated as well. The parents were totally shocked.

parents will remember forever.









Create

Milestones in National Spotlight

NCH Presence at AAP National Conference and Exhibition

The AAP Annual Conference and Exhibition (NCE) was held last week in Chicago. With over 10,500 professionals registered from all over the world and a total of 15,000 registrants, the NCE is a unique place for networking and exposure. Nicklaus Children's Hospital was an exhibitor at the NCE with great presence. The meeting was covered by media and social media.

Jessica Barreto. MD (PGY3)

Dr. Jessica Barreto presented her research project on Opioid use in children. Her study caught the eyes of the media. She was quoted in coverage by the Today's show

https://www.today.com/health/ teens-kids-showing-er-opioidaddiction-t116348

And HealthDay by US News

https://health.usnews.com/ health-care/articles/2017-09-18/ big-rise-in-hospitalized-kids-with -opioid-side-effects

And Managed Healthcare Executive among others. Congratulations Jessica.





Milestones in Spiritual and Mindfulness Resources

Mindfulness and Wellness Resources

The Pastoral Care Department at Nicklaus Children's Hospital has developed several Mindfulness and Wellness resources:

 A daily "Spiritual Reflection of the Day" is send as an email each morning (M-F) containing a brief message of reflection and inspiration. You may sign up to receive these emails by contacting Chaplain Solis at Hadson.Solis@mch.com

 A series of short spiritual retreats are being held every two weeks. The schedule is below





Upcoming CME Events

The 53rd Annual Pediatric Post Graduate Course (PPGC) and e-PPGC February 16-19; 2017 Intercontinental Hotel Downtown, Miami.

The 21st Annual General Pediatric Review and Self Assessment and The 56h Annual Pediatric Critical Care Self Assessment (Both approved for 20 points MOC part 2) May 17-20; 2018 Sunny Isles Beach

Spiritual Retreats

12 p.m. to 12:30 p.m.

Nicklaus Children's Hospital Chapel

Please mark your calendar and join us for a series of spiritual retreats that will be held twice a month by different chaplains at the Nicklaus Children's Hospital Chapel during lunch time.

Take time out of you busy day, come feed your soul and find peace within.

llnerr



relationships

For more information, please contact Chaplain Hadson Solis at Ext. 4472.



GME Welcomes New Babies to the Family

Vanessa Granados (Dr. Biehler's admin assistant for FIU) became the proud mother of a beautiful baby boy Jacob Alexander, born in on August 28 2017.

Congratulations!!!





Medical Education Birthdays



September	
Anas Kayoum	5
Seth Iskowitz	6
Giselle Rodriguez	11
Kalpana Singh	12
Kyle Glithero	17
Claudia Puerto Leon	23
Sarah Lawand	26
Hanadys Ale	27

October	
Caroline Mendoza	7
Alanna Sedor	8
Tatiana Toquica	8
Prithvi Raj Sendi	10
Reema Kashif	30
Bassam Albassam	31



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