

1 Year as Representatives in Medical Education

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*All authors were trainees with HEENW at the time of this project.

BACKGROUND:

General adult psychiatry training events in the North West are organised by representatives. When we started our year as representatives, we quickly found that there was a lot to learn, to be able to effectively carry out our new roles. While previous representatives were extremely supportive, and were always willing to share invaluable advice, we felt that it was important to codify this information, such that subsequent representatives had a tangible set of guidelines that would aid their year in this role. No such guideline existed prior to this. We also introduced a number of other initiatives.

Higher training in general adult psychiatry typically builds on the competencies of core training. The training events aim to further compliment this process. These events are tailored to the needs of, and on feedback from, current and past trainees; considering the need to provide a teaching experience that would appeal to both those trainees who have just started registrar training, as well as those about to exit senior training and commence posts as consultants. All this, while using the intended learning outcomes from the curriculum as a guide.

AIM - To improve the quality of 'Training Day' organisation and delivery

HYPOTHESIS - A number of simple interventions if put in place, could ease the work that goes into delivering training days, and improve outcomes.

METHODS:

Manual developed using PDCA (Plan, Do, Check, Act) approach for improvement.

- Plan - October/ November 2018 – planning.
- Do - December 2018 to April 2019 – manual development. May 2019 - roll out of manual
- Check – May and June 2019 - pre and post roll-out surveys
- Act – responsibility of new representatives

Other initiatives:

- Transition Period – Meeting and shadowing
- Improving attendance - Doodle polls and social media
- Scheduling training dates up to 12 months in advance
- 'Intended Learning Outcome' linkage to training day sessions

Survey monkey used for survey data collection.

Sample Size: Total number of new representatives – 4: 4 respondents in pre roll out, and 3 in post roll out survey

RESULTS:

Survey:

75% felt it had been difficult planning their first training day, pre-manual.
100% found it easy planning the second training day, post-manual.

67% say the manual was very useful in organising the second training day.
25% said the proposed availability of a manual influenced their decision to become a representative.

75% said they were very likely to look through the manual when planning a training day.

67% found transition period prior to starting role very useful.
100% felt the verbal handover from previous representatives was helpful
75% agreed that in-person meetings with past representatives were helpful
100% felt that past representatives were easily accessible
100% found being added to the Leadership Social Media Group (Whatsapp), prior to commencement of role, useful.
67% found it useful observing outgoing representatives plan a couple training days, and deal with matters arising
75% say they were very likely to look through the manual when planning a training day

Attendance - Improved – from 24/21 (May 2018 morning/ afternoon) to 33/27 (March 2019 morning/ afternoon).

* Note that where the same question was asked in pre and post surveys without that having added much benefit, we defaulted to the results from the pre-survey. This was also more representative as 4 people responded to the pre survey, as compared to the post survey where 3 responded.

- Pre Roll out Survey sample size – 4; (this was prior to the guidance manual being rolled out, but following an otherwise comprehensive handover process including shadowing and in-person meetings. Also, the new reps had organised their first training day)
- Post Roll out Survey sample size – 3 (following manual roll out and organisation of 2nd training day by new reps)

Recommendations for subsequent handover processes (from survey)

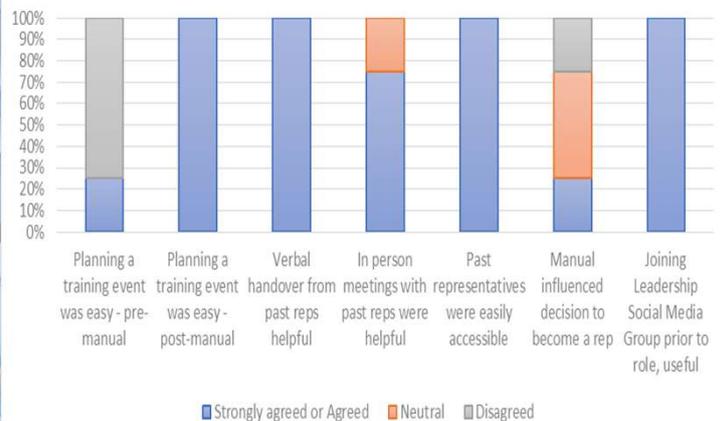
Respondent 4 – "Please keep the current graded handover process (shadowing for a few months then starting) as I felt that was extremely helpful. A manual would be very helpful too and we as current reps will be able to add/ make changes as we go along."

Respondent 2 – "Handover in writing"

Proposed protocol for handover (according to manual)

1. Start to advertise vacancies four months in advance of handover to new training day representatives
2. Confirmation of new representatives four weeks to handover
3. Include new representatives in communication/ correspondence between outgoing representatives in the months prior to handover, so they are able to observe processes involved in organising training day events
4. Schedule meeting for formal handover
5. Support new representatives through initial training days

Survey Results



CONCLUSIONS:

We successfully introduced a number of improvement approaches, with early positive results.

Our hope is that each succeeding group of representatives attempts to improve the various initiatives including the guidance manual, for the benefit of future representatives and trainees. This is with a view to continuously improving the quality of medical education activities for General Adult Higher Trainees in the North West.

REFERENCES:

1. Guidance manual for General Adult Psychiatry Trainee - Training day Co-ordinators - HEENW, APRIL 2019
2. How to Implement Kaizen by BULSUK K; 2012. Date Accessed: 2019-02-17; URL - www.bulsuk.com/2012/11/kaizen-putting-it-all-together.html