

Resident Report

A NEWSLETTER FOR SUNY UPSTATE MEDICAL UNIVERSITY RESIDENTS AND FELLOWS | FALL 2013

For more information about the residency programs at Upstate Medical University please visit:
www.upstate.edu/gme

Seminar to address loans, repayment and forgiveness

Financial Seminar for Residents: "Options to Consider When Repaying Your Federal Student Loans" to be held on Thursday, November 21 at 9 a.m. and again at 5 p.m. in Room 8709 of Upstate University Hospital (Surgery Conference Room).

The GME Office welcomes Mike Pede from Financial Aid to discuss repayment options and the Public Service Loan Forgiveness Program. The program will last about one hour with time for our expert to answer your questions. Hope to see you all there!

Futbol Friendly



Dr. Jiri Bem, Department of Surgery, left, and Dr. Mark Ilko, a Surgery resident, are among a group of Upstate faculty and medical residents who get together regularly for soccer at Barry Park in Syracuse.

Dr. Bem was a Surgery resident at Upstate, 1993-1995.

Residents/Fellows as Teachers: The Pediatric ED Experience

Residents and fellows have always been known to teach medical students. In past years, both the LCME and the ACGME have put a greater emphasis on this crucial role of teacher.

This fall, Pediatric Emergency Department residents and fellows mentored second-year medical students in Upstate's Practice of Medicine (POM) course. Drs. Nicole Gero, Asalim Thabet and Katherine Nacca, fellows in Pediatric Emergency Medicine, were among those serving as mentors to the students during eight-hour shifts.

The shadowing program exposes second-years to the ED environment before they begin clinical rotations, and integrates residents and fellows into their roles as educators.

Some of the students' impressions follow.

"I can't say enough positive things about the Attendings, Fellows and Residents in the Pediatric ED," said Jennalee Trombley. "They push your knowledge and help bring real life examples into play to help students remember important concepts to use on the wards and in the classroom."

Jennalee said the experience helped form connections with the material she learned in the classroom, and helped her develop connections with the Emergency Department. "I really liked that they told me what they expected of me while I was there on my shift, and they challenged me with my diagnosing skills that I am trying to develop in second year," she said.

Shadowing and other real-world experiences in the pre-clinical years are invaluable, said Sergey Toshinskiy.

"It is easy to get caught up in the routine of endless lectures and forget the ultimate goal of becoming an effective decision-maker," he said. "It was very exciting to practice my history-taking and physical exam skills on real patients with real problems. You are not there to score points, but to help the person in front of you."

The attending physician, residents and MS4s in their AIs were incredibly supportive, patient and

knowledgeable, Sergey said. "In the short time I was there, I managed to come away with relevant clinical knowledge," he said.

"The Peds ED shadowing was one of the best experiences of the first two years of medical school," said Jacob Frier, who shadowed under Drs. Paolo, Sullivan, Gero, Greenfield, Army and several residents.

"I shadowed frequently in the adult ED last year, and each time it was always a great experience," he said. "The obvious benefit is being able to practice focused history taking and clinical skills. This is especially useful because it's problem-oriented or complaint-oriented and on a real patient, rather than just an overview of a Standardized Patient or fellow student with no real medical issues".



Pediatric Emergency fellow Nicole Gero, second from right, with some of the second-year medical students who shadowed fellows and residents in the Pediatric Emergency Department this fall. (L-R): Jennalee Trombley, Daniel Grove, Dr. Gero and Jacob Frier. "After I left the ED," Jacob Frier said, "I always felt a new appreciation for the material we're learning, and much greater motivation to really master everything so that I can end up being a knowledgeable and skilled doctor."

Even more beneficial, Jacob said, was the opportunity to see why we're actually learning everything we're taught in the first two years. "Being able to apply something that we've recently learned in class, small group or lab to an actual clinical case, and to successfully treat and help a real patient with that knowledge ended up being some of the most rewarding, recharging and memorable events of medical school for me," he said.

Fostering the 'Human Connection'



William Grant, EdD

Upstate continues to improve patient experiences. To help focus all of us we have implemented a new program known as "Patient Experience: The Human Connection." As a part of that process, the importance of not only focusing on assuring the excellence of the experiences of each patient and their family, we are also learning the importance of taking care of our own "family" — ourselves and those we work with.

Patients (as well as their family members and us personally) are more than a disease process. A great illustration of this can be seen in the Cleveland Clinic's short video, "Empathy: The Human Connection to Patient Care" that can be found on YouTube: https://www.youtube.com/watch?v=cDDWvj_q-o8. The video helps us to remember that everyone is more complicated than their job title.

As a part of improving care to patients we are working to make certain that we are taking care of ourselves. Elsewhere in this issue is information on a new program for providing confidential assistance to residents/fellows and their families to help them work through any issue which may interfere with their ability to both provide the best patient care and to be the best that they can be as a person and as a family member.

In Appreciation

We may not say thank you to each other as often as we should. As a small token of our appreciation for the work done by all residents and fellows, we will hold Resident Appreciation Day on November 13. This is Upstate's "thank you" for the difficult and complex work that you do every day. Please stop by and see members of the GME Office Staff in the small cafeteria (UH, second floor) from 7 a.m. to 4 p.m. for a free continental breakfast, and cake at the noon hour. Gifts of appreciation will also be distributed. We hope to see all of you there!

William Grant, EdD

Associate Dean of Graduate Medical Education

Resident Humanism Awards

Seven Upstate medical residents were selected by third-year medical students to receive the Arnold P. Gold Foundation Humanism and Excellence in Teaching Award, comprised of a stipend from the foundation and an award certificate. The selection was based on their commit-

ment to teaching and compassionate treatment of patients and families, students and colleagues.

The recipients are: Ilya Bragin, MD, (Neurology); Omar Mousa, MD, (Medicine); Sonia Nayyar, MD, (Neurology); Arpan Patel, MD, (Medicine); Michaela Kollisch-Singule, MD, (Surgery); Kasandra Scales, MD, (Obstetrics/Gynecology); Heather Rattenbury, MD, (Family Medicine-UHS Wilson Hospital.)



Two residents placed second in Surgical Jeopardy

Surgery residents Dr. Taimur Saleem and Dr. Lisa Lai took second place in "Surgical Jeopardy" at the annual meeting of the New York State Chapter of the American College of Surgeons in May.



Dr. Taimur Saleem



Dr. Lisa Lai

Here is an excerpt of Dr. Lai's account:

"We knew ahead of time that in addition to questions on current general surgery that there would be questions on surgical history, which is

something we knew very little about. We brushed up on history by looking up who was the first person to do various surgical procedures and who were the prominent surgeons that our surgical instruments are named after.

"Questions included all areas of surgery including pediatrics, trauma, critical care, general, bariatrics, cardiac, transplant

and burns. Final jeopardy included such questions as which actor the syndrome of right lower quadrant pain from perforated peptic ulcer is named after (Rudolph Valentino).

'Learning to TALK' program wins grant

Upstate Medical University has received a \$50,000 national grant to further develop the "Learning to TALK" program aimed at improving communication skills and professionalism for medical residents.

Learning to TALK (Treat All Like Kin), developed at Upstate in 2008 by Stephen Knohl, MD, teaches medical residents how to be more effective communicators by using communication-intense scenarios. Examples of scenarios can be making an apology, delivering unpleasant news or dealing with a difficult colleague or patient.

The grant, awarded by the Josiah Macy Foundation and Institute on Medicine as a Profession, will add interactive cases on professionalism for medical residents and fellows.

Eventually, this work will be adapted and disseminated nationally through a partnership with the American College of Physicians, one of the largest professional organizations of physicians in the United States.

"Learning To TALK" is a three-year program with 28 residents in each level of training. More than 120 residents and 60 fellows have participated since it began five years ago.

"The LTK program is an experience all residents should have the opportunity to participate in," said Dr. Joshua Harrison, PGY III. "The learning environment is superb; it provides a controlled and low-stress setting in which the resident interacts with highly skilled patient actors in commonly experienced and often highly-charged clinical contexts."

Dr. Harrison said participants gain valuable insight into their skills (and what they need to improve on) via the video self-critique, discussion and feedback from the actors, preceptors and colleagues.

"The LTK program has provided me with the experience to confidently approach challenging patient and family encounters in my clinical training," he said.

"It was fun, but competition among surgeons can be tough at times. The standings changed many times. We started each round by giving wrong answers and having a negative balance of points, requiring a comeback. We came out pretty far ahead in the first round. We briefly thought our work was over and that the winner would be determined by the highest score — at which point we almost treated ourselves to the open bar provided — but then learned there would be another round among the highest scoring teams to determine the winners.

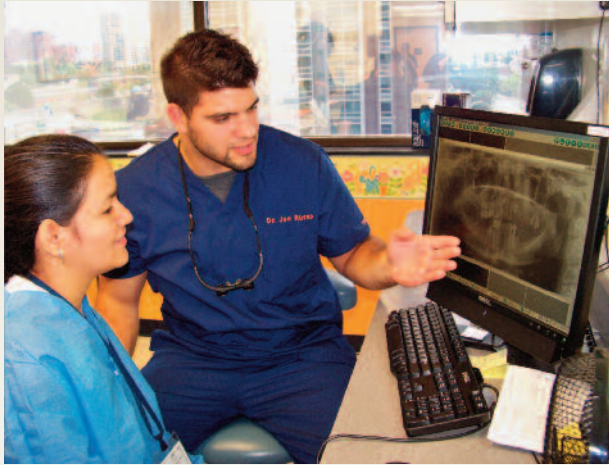
"We are thankful to the NY chapter of ACS and our department for the opportunity."

Dental Clinic Provides Shadowing Opportunity

Dentistry resident Joe Russo DDS discusses the field of dentistry with Rewoti Bhattarai, a Syracuse University student majoring in biology.

A graduate of SUNY Stony Brook's School of Dental Medicine, Dr. Russo arrived at Upstate in July for the one-year residency program. He sees approximately 16 patients a day at the clinic at Upstate Health Care Center and is on-call with the dental clinic in Upstate University Hospital.

Bhattarai, a refugee from Nepal, has access to this long-term shadowing experience thanks to her internship with Upstate's Department of Biochemistry and Molecular Biology, made possible by the Synergy/Mercy Works program.



Upstate's residency program in dentistry offers advanced training in general practice and specialty care for adult and pediatric patients and includes rotations in anesthesia, general medicine, emergency medicine and otolaryngology.

Pediatrics resident uses CATCH grant for summer program

Dr. Steve Hicks, Pediatrics, received an American Academy of Pediatrics Resident "CATCH" grant of over \$2,000 for a summer exercise and nutrition program for children in Syracuse. Once a week, Dr. Hicks and several volunteers from Upstate introduced Syracuse children to the sport of track and field through relay games and modified track events at Nottingham High School.

The CATCH – Community Access to Child Health – grants are designed to support pediatric residents in the planning and/or implementation of community-based child health initiatives. Grants of up to \$3,000 are awarded twice each year on a competitive basis for pediatric residents to address the needs of the underserved children in their communities.

BalanceWorks Offers Help for Residents

Did you know that you have a new, free and confidential benefit?

BalanceWorks is a resident assistance program that can help you balance your academic and personal life by providing professional support as well as your own Personal Assistant.

It can ease the stress that you may be facing due to personal issues and the pressures of academics. To see what it is all about, go to www.mybalanceworks.com and enter member ID #65352818 and group ID #8891. You will be asked to then change to your own ID and password once into the BalanceWorks system.

Funds for BalanceWorks were provided by the Office of the President.



BalanceWorks® Residence Assistance Program is a free student work/life benefit.

Your Residence Assistance Program will help you effectively balance your academic and personal life by providing professional support as well as your own Personal Assistant. It will ease stress that you may be facing due to personal issues and the pressures of academics.

Get Started Now:

Call **1.800.327.2255** to speak with a Residence Assistance Program Specialist

or
Log on at www.mybalanceworks.com and enter your IDs.

Member ID: 65352818
Group ID: 8891

When calling our confidential counseling services, your Residence Assistance Program Specialist will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.

Video Games Take Over The Everson Museum

The Everson Museum of Art hosts "The Art of Video Games," one of the first major exhibitions to explore the 40-year evolution of video games as an artistic medium, through Jan. 19.



This exhibition opened Oct. 26 and is part of a 10-city national tour organized by the Smithsonian American Art Museum. It focuses on the striking graphics of video games, as well as their creative storytelling and player interactivity.

"The Everson is only a few blocks from Upstate Medical University, and even closer to Geneva Tower," said Steven Kern, Everson Executive Director. "We want to extend a special invitation to all Upstate employees and students to fall in love with video games at the Everson this season."

The Art of Video Games features some of the most influential video game artists and designers. The exhibition highlights 80 games for 20 different gaming systems ranging from the Atari VCS to Playstation 3. Five featured games -- Pac-Man, Super Mario Brothers, The Secret of Monkey Island, Myst and Flower -- are available for visitors to play in the galleries.

Admission to The Art of Video Games is \$10 for adults, \$8 for senior citizens (65+), college students with an ID, military with an ID, and children (10-18), \$30 for a family pack (2 adults & 4 children). Children under 10 are admitted free. Visit www.everson.org for more information and tickets.



The Everson Museum of Art, 401 Harrison St., is roughly a three-minute walk from Geneva Tower, home to 250 students and medical residents at Upstate.

UPSTATE

MEDICAL UNIVERSITY

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GME Office On the Move

The GME Office has moved to Room 1816 of University Hospital – just one office down from our previous location. We now have a reception area for residents and fellows that are waiting to see office staff.

Remember that we are here to assist you with many tasks such as immigration renewal, loan deferments, and questions regarding duty hours, the ACGME, MedHub and much more! We are open anytime between 7 a.m. and 5 p.m. Monday through Friday.

If you stop by, please give a warm welcome to our new Administrative Support Technician Allyson Overend. Allyson graduated from Oswego State in 2012 with a degree in Business Administration and works mainly on the GME Dashboard – a listing of quality indicators for residency programs at Upstate.

The GME office staff, with Allyson Overend in front. (L-R) Kathleen Meyer, MedHub End-User Support; MaryJo DiNuzzo, Exchange Visitor Liaison; Eva Goodwin, Assistant to the Director of GME; Sue Henderson-Kendrick, GME director.



Resident Appreciation Day

SAVE THE DATE:

Wed., Nov. 13 | 7 a.m. to 4 p.m.

Please stop by the small cafeteria in University Hospital for breakfast in the morning and cake in the afternoon. There will be a small token of appreciation given to all residents who stop by and see members of the GME Office!