

Barrett, Lori J

From: Hegarty, Cullen B
Date: Sunday, May 20, 2007 2:52 AM
To: Ankel, Felix K; Dahms, Rachel A; Knopp, Robert K; Morgan, Matthew W
Cc: Barrett, Lori J
Subject: Recruitment idea...

Gang

As we get closer to the next recruitment season for us, I had a thought I wanted to float by everyone to see if this is info we should collect/use for our Regions website/handouts--

Thought is to contact employers of our residents to get some quotes to have regarding their training and performance. We could expand this to include sites such as SPC/MPLS Kids, and selective sites regarding the overall performance and quality of our residents.

As we ask for the quotes we can also ask if they are ok with us using the info in either an anonymous fashion or if they are ok with us using their name/groups name (ex: "We hire residents from many different programs in the midwest and the Regions residents are some of our top hires each year" Bill Blah, head of EM Blah group).

If we think this sounds good, we just need to decide on the best format to collect the information--letter with a return envelope vs email vs survey monkey etc. We can use this info to get some overall feedback on our training, but also use the positives for recruiting.

My idea is to start incorporating more of this type of info into our recruiting strategy--more midwest EM programs popping up each year, we want to really promote what we've got going here.

One other thing we could do under the listing of 'what type of students match at Regions' is to take some of the really strong statements from SLORs and list them on the website and handouts on interview day as well. They can just be listed without needing to link them to names--

Thoughts?

Cullen

Barrett, Lori J

From: Felix Ankel [ankel001@umn.edu]
At: Thursday, June 07, 2007 7:07 AM
To: Lori Barrett
Subject: Fwd: Interview forms

Begin forwarded message:

> From: "Ankel, Felix K" <Felix.K.Ankel@HealthPartners.Com>
> Date: April 22, 2007 10:40:39 PM CDT
> To: "Hegarty, Cullen B" <Cullen.B.Hegarty@HealthPartners.Com>,
> "Dahms, Rachel A" <Rachel.A.Dahms@HealthPartners.Com>
> Subject: RE: Interview forms
>
> I really like customize this thing, additionally after seeing Matt
> Morgan's ecuador thing, I would like to have an updated video.
> Keep the good ideas coming. Felix
>
> -----Original Message-----
> From: Hegarty, Cullen B
> Sent: Thursday, April 19, 2007 9:02 AM
> To: Ankel, Felix K; Dahms, Rachel A
> Subject: Interview forms
>
> Felix and Rachel
> One new thought regarding our idea of a pre-interview questionnaire
> for our applicants--
>
> In addition to their potential area of focus so we can try to match
> them with the right folks on interview day, maybe we can have them
> add some non-medical info so we could point them in the right
> direction for living/housing, activities etc. when they are here
> for their interview. Ex: someone looking for suburban living vs
> city, outdoor activities vs arts in the area.
>
> I don't want this to be a giant load of additional work, but want
> to make each applicants interview time with us as customized as we
> can...
>
> Cullen
>
>
> This e-mail and any files transmitted with it are confidential and
> are intended solely for the use of the individual or entity to whom
> they are addressed. If you are not the intended recipient or the
> individual responsible for delivering the e-mail to the intended
> recipient, please be advised that you have received this e-mail in
> error and that any use, dissemination, forwarding, printing, or
> copying of this e-mail is strictly prohibited.
>
> If you have received this e-mail in error, please immediately
> notify the HealthPartners Support Center by telephone at (952)
> 967-6600. You will be reimbursed for reasonable costs incurred in
> notifying us.
>

Barrett, Lori J

From: Felix Ankel [ankel001@umn.edu]
it: Thursday, June 07, 2007 7:07 AM
Subject: Lori Barrett
Fwd: RE:

Begin forwarded message:

> From: "Ankel, Felix K" <Felix.K.Ankel@HealthPartners.Com>
> Date: March 5, 2007 11:46:24 AM CST
> To: "Frascone, Ralph J" <Ralph.J.Frascone@HealthPartners.Com>,
> "Barrett, Lori J" <Lori.J.Barrett@HealthPartners.Com>, "Anderson,
> Patricia K - ER" <Patricia.K.Anderson@HealthPartners.Com>
> Cc: "Rech, Jennifer A" <Jennifer.A.Rech@HealthPartners.Com>,
> "Doggett, Shonette M" <Shonette.M.Doggett@HealthPartners.Com>,
> "Hegarty, Cullen B" <Cullen.B.Hegarty@HealthPartners.Com>
> Subject: RE:
>
> RJ, let me cc this to Lori and Pat. They may be able to give
> insight (e.g. scan it to a pdf and just send it?).
>
> Felix
>
> PS: Cullen and I were talking about the residency and resident
> recruitment for next year. One thing that came up was the concept
> of "colleges" within the residency (e.g. ems, tox, education,
> public policy) e.g. applicants with a certain interest would be
> invited to interview on certain focus days where in the case of ems
> may have part of their interview day meet with ems people and see
> opportunities that could be pursued as a resident. What do you think?
>
> -----Original Message-----
> From: Frasccone, Ralph J
> Sent: Wednesday, February 28, 2007 10:47 AM
> To: Ankel, Felix K
> Cc: Rech, Jennifer A; Doggett, Shonette M
> Subject:
>
> Felix,
> The new resident teaching evaluation form is starting to come in
> and it looks like it will be helpful. I have one on my desk for
> Owen. I'm not sure I can attach it to the internet based eval, tho
> I haven't tried. It would have to be scanned and pasted. How do
> you want to get it to you?
>
> R.J.
>
>
> This e-mail and any files transmitted with it are confidential and
> are intended solely for the use of the individual or entity to whom
> they are addressed. If you are not the intended recipient or the
> individual responsible for delivering the e-mail to the intended
> recipient, please be advised that you have received this e-mail in
> error and that any use, dissemination, forwarding, printing, or
> copying of this e-mail is strictly prohibited.
>
> If you have received this e-mail in error, please immediately
> notify the HealthPartners Support Center by telephone at (952)
> 967-6600. You will be reimbursed for reasonable costs incurred in
> notifying us.
>

Ideas for Regions Hospital EM Residency Recruitment/Interviews:

Post-match day 2005 I had some thoughts go through my mind regarding our recruitment/interview process. My initial question was--we are doing fairly well with our current interview/match process, but if we make changes to the process could we take a good thing and make it even better? Is it unrealistic to get ½ of your top 10, or ½ of your top 20 etc.? With that in mind, I started taking mental notes on our current process to evaluate areas for potential change/improvement. My hope is that we could use this as a starting point for discussion and decide either: a) our current process works/is known/will continue or b) we may want to pursue this further and get input from the residency leadership and team, our residents, and EM literature on this topic to change our process. Below are my notes on a few key areas in the recruitment/match process based on my current understanding of the process and my ideas for potential change. Sorry if this gets long...

Overall Approach: My current understanding of our recruitment/match philosophy is: student friendly, information rich, and very open book. Although as I type this I generally agree with those ideas in principle, from a recruiting standpoint I have some thoughts on why we may want to change some or many of these ways. Our process with medicine and medical school and the residency match is similar in some ways to other recruitment areas, but very different/unique in others. With that said, the amount of literature on a 'best practice' type way to interview and recruit for residency slots is not that great. My concept would then be to take some of what we do and excel in and combine it with concepts used in other areas of recruiting: jobs, scholarships, etc. With that said, I would argue that a shift in overall recruitment philosophy may be in order, which would affect various areas of our process. My general philosophy would become: we are a great EM residency, with a ~10 year track record of performance—I'd then go with a residency friendly, information focused, and specific student recruitment type model of interviewing and recruitment. Based on this philosophy, the following areas will list some specifics of how this may change what/how we do things...Note: many of these are ideas, not all of them may be realistic or changeable or feasible etc. Also, shifting from student to residency friendly does not mean we become cold, rigid, and difficult.

Interview Dates: Shift from our current model of student friendly 3 days per week to a more residency friendly model with ~2 days per week of

interview dates for potentially a shorter number of weeks of interviews. The idea behind this is that we may lose a few applicants a year with this model due to interview date conflicts/travel problems etc., but we will maintain the serious and interested applicants. Also, from a EMD staff and resident perspective, our total number of interview dates will be greatly reduced which could lead to potential advantages of improved attitude/energy towards the dates, easier scheduling of interviewers, and more customized and/or energy dedicated to the interview day as a recruiting date. Another advantage: if we only do 2 days/week, and one is a Wednesday—that means at least ½ of the applicants get to experience our conferences.

Website/Handouts: Shift from our current focus on providing information and being very open book to: providing key information, highlighting our strengths, ?quotes from key Regions off service docs (Dries/Avi/Bennett/McGonigal etc.), ?quotes from job employers in town re: our residents (North, EPPA etc.), and then providing other details on a ‘as needed basis’. Example: currently we hand out notes from our residency retreat—benefit, open book, shows we have a mechanism for change—drawback, shows a large list of weaknesses, some that are not clear as to what the problem/plan is for them. My thought is, if they ask, we tell them this exists and can provide them with the list if they want it, but that we don’t give it to the masses. We highlight the fact that we are fluid but stable, and have various specific pathways for change. It’s like showing up for a great job and getting a list of why the job is not that great... may make them have more doubt or questions about the program. Couple this with the annual rumor mill about various things (level 1 status, Neurosurgery, etc.), and we may be adding doubt to the process. Also, if we can identify the programs that we most consistently compete with for students, we can even focus some of our website/handout type information to highlight areas in comparison to other programs (not name specific, but could be data specific: ex: inservice scores comp. to all, on-call time/months comp. to others, simulation/teamwork/team leadership training, elective time or ability to change or whatever we want to focus that we do and some others don’t)

Interview Day: With the idea of fewer total numbers of interview dates, some thoughts on what we can do with the interview day.
-Increase energy into planning the day/making it more of a recruiting trip for them and data collection for us (ex: everyone tours the sim center, other key education touring, key people to meet etc.).

-With fewer total dates, would give us more time to prepare for individuals coming for interviews—match them to a key person for an interview/chat (if EMS interested, RJ or Kory, if Tox →Carson etc.), really learn and know their files so that when they meet people that day they feel we are interested in them specifically (ex: give this to residents in some form as well so they can talk to the students on a more personal level)

-Focus on people knowing their names/faces/location (?hand out info earlier for the day and with other key info such as where they rotated etc.)

-May enable us to really set interview days and schedules up ahead of time with less change and more focus on the importance of that day for recruitment

-?Post day wrap up to discuss files/applicants on an ongoing basis

Resident/Staff Involvement: Get key staff to be heavily involved in the process for consistency and recruitment advantages. Still allow many people to be involved to help with scheduling and energy toward the program and process, but have a ‘core group’ that is there to count on during this time (?may need to ask Brent to allow scheduling to help with this).

?One member of the residency leadership to be the ‘recruitment’ coordinator for the year? Enables some extra coordination on the interview day, post interview communication, and match list meetings with the residents/staff. I can picture an Excel spreadsheet with applicants names, key facts/info, contact resident and staff, number of times of contact, etc.

Similar thought with residents—either key ones or chiefs plus everyone at times with the same thought....Again, stress the importance of preparing for the day and making it a ‘special’ day for the applicant.

This is similar to how we do things now...

Pre-Post Interview Communication/Recruitment: Potentially a bigger area for change for us. Use the months during interview season and prior to match day to ‘recruit’ applicants. Idea: if we can give the student a great interview day, give them info on the program making it out to be the program they want to go to, and then follow up with them periodically to let them know we are interested in them and their future/education, it may help us to get some more top applicants. Our current format of contacting the students later in January may be too late in the game—they may have already made up their mind on top choices etc. This is an area that we

would have to have good coordination on to avoid 'over contacting/bugging' the applicants! Also, maybe having more frequent meetings with staff/residents to refresh minds of applicants and get more frequent feedback on the students (as opposed to our single day format currently in late Jan.)

Post Match Day Review of Process: Reassess our feedback forms for interviews, and then take that data and our success on the match to game plan for the next year of recruitment. Similar to our current format.

Discussion/Thoughts from the Group????

Felix Ankel

To: clint005@umn.edu; Brent Asplin
Cc: Mary Ann McNeil
Subject: RE: Diversity assessment and planning

Residents below

-----Original Message-----

From: Joe Clinton [mailto:clint005@umn.edu]
Sent: Friday, March 18, 2005 4:02 PM
To: Brent Asplin; Felix Ankel; Doug Brunette
Cc: Mary Ann McNeil
Subject: Diversity assessment and planning

Diversity assessment and planning is a topic for the Dean Compact. Can you give me an assessment of the gender and ethnic diversity of your resident and faculty complements?

Eg:

Male# 17

Female# 10

Underrepresented ethnic groups 0 (1 for 2005 entering class (American Indian))

Totals# 27

What are your plans to foster diversity in future recruiting? discussion at residency meeting, strategic planning meeting, working with SAEM specialty society and underrepresented minority task force to recruit more minorities into EM with booths at national snma conference

Thanks,

Joe