

QSEA -17 tips for mentoring learners in QI/PS

Goal setting

1

2

3

Connection

4

5

6

Resources

7

Project

8

9

Leadership

10

11

Mentorship

12

Presentation

13

Reflection

14

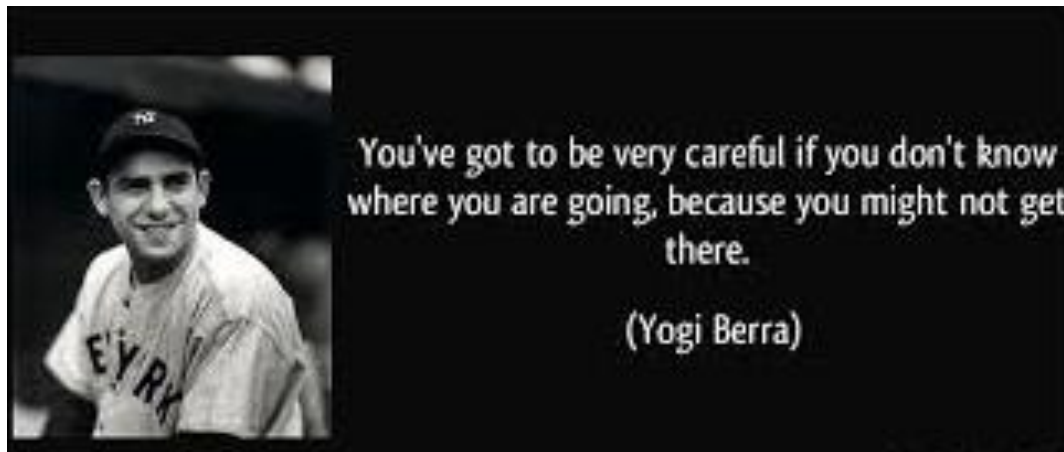
15

16

17

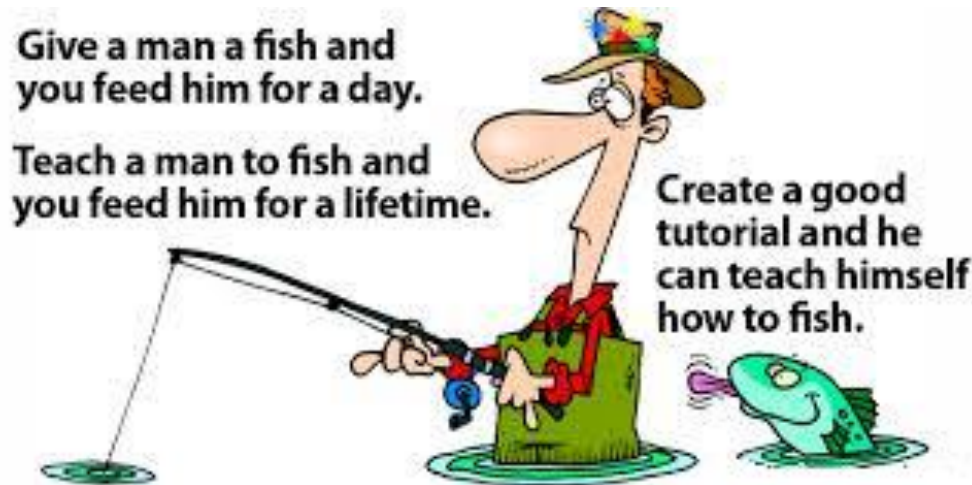
Goal Setting: 1

Clarify the goals of mentoring. How will you and the resident define success?



Goal Setting: 2

For a given project, determine the relative value of these goals -- to improve care right now, or to teach someone to improve care, or both?



Julie



Goal Setting: 3

Have a clear timeline. Check in and set meetings on a regular basis.

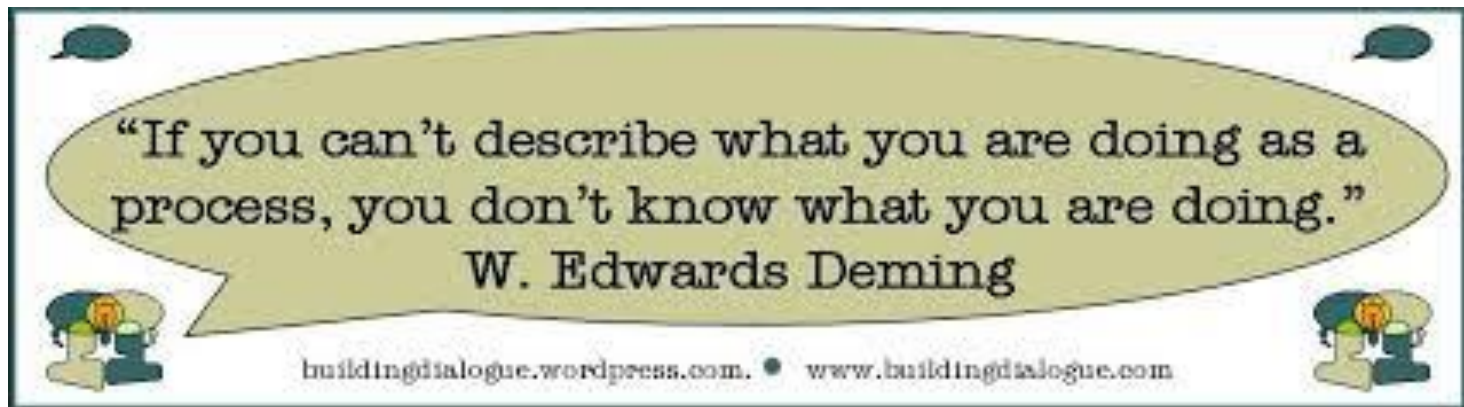
The sun was hardly
risen, but already
time was running
out.

Dean Koontz



Connection: 4

Be a link between the learner and the organization. You cannot do this work in a vacuum - build or join a successful QI/PS team.



Ruth
Erin



Connection: 5

Provide protected time for this work -- don't try to fit QI/PS work into the resident's already busy schedule.



Ruth



Connection: 6

Teach residents how to “tune in” when they go on service.

“

*When you really pay
attention, everything is
your teacher.*

~ Ezra Bayda ~

”
OkDay.com

Julie
Sumant



Resources: 7

Scope the project correctly in terms of resources and ability -- smaller successful projects will be more valuable than larger more ambitious ones that fail.

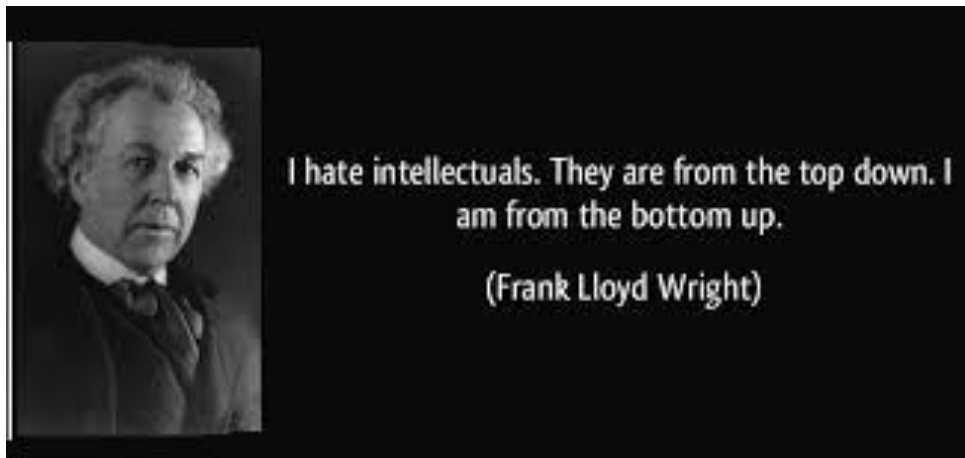


Erin



Project: 8

A "top down-bottom up" approach to selection of QI projects where the bottom is resident interest and the top is what the department/hospital is interested in frequently works best.



Cheryl
Anjala



Project: 9

Don't do the work for the residents.

**“IF YOU DON’T
BUILD YOUR
DREAMS, SOMEONE
WILL HIRE YOU TO
HELP BUILD
THEIRS.”**

TONY GASKIN

Erin



Leadership: 10

Teach residents how to take their ideas for change and categorize them in the 4-quadrant "hi-easy-low-hard" diagram.

Yield		
Effort		

Anjala



Leadership: 11

Give residents tips for organizing and running productive meetings

Time is really the only capital that any human being has and the thing that he can least afford to waste or lose.

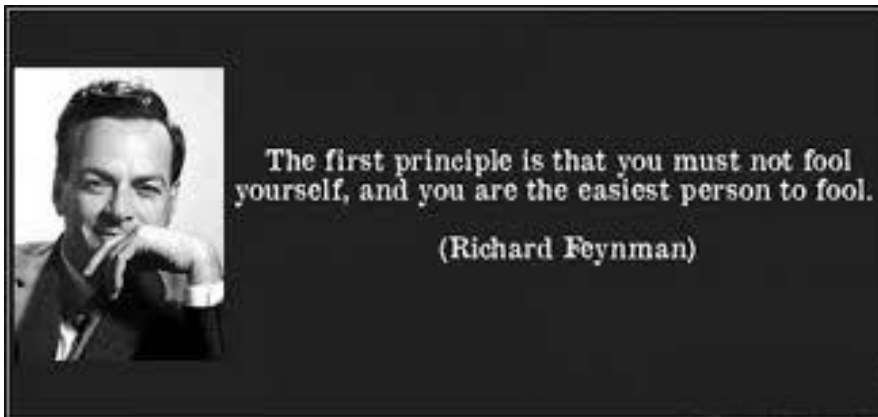
- Thomas Edison

Erin
Anjala



Mentorship: 12

Look out for resident blind spots and protect!

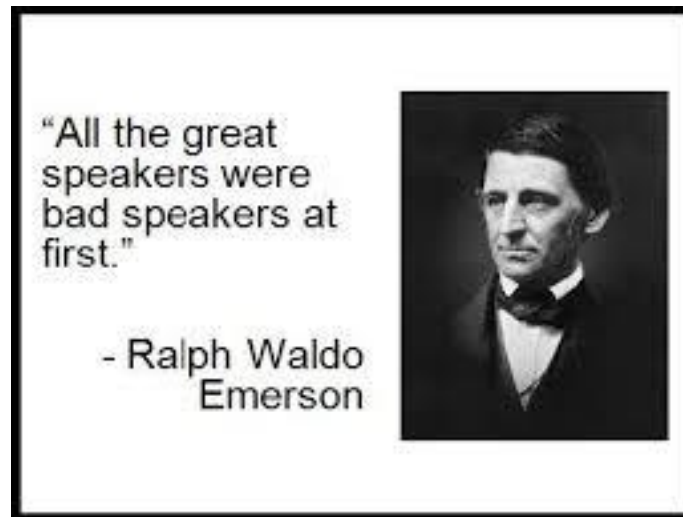


Anjala



Presentation: 13

Give residents every opportunity to present, even if it is just sharing their project idea in front of their peers.

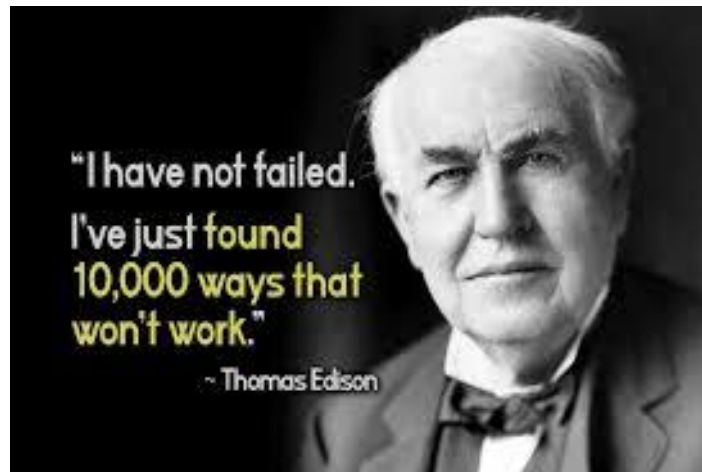


Ruth
Cheryl



Reflection: 14

Normalize failure. Let them know it's happened to you.



Julie



Reflection: 15

Tell the resident/resident team frequently that what they are doing is really important. Validate their hard work.

You're dealing with the demon of external validation. You can't beat external validation. You want to know why? Because it feels sooo good.

(Barbara Hall)

Erin



Reflection: 16

Give thoughtful feedback along the way; the more, the better.

There is no failure. Only feedback.
(Robert Allen)

Julie



Reflection: 17

Ask the resident to reflect on the QI project. Use this as their competency assessment

