

## **Postgraduate Elective Rotation with Sunnybrook Education and the Office of the Sunnybrook Patient Experience**

### **Background**

Postgraduate medical education across all specialties emphasizes the critical importance of the CanMEDS Communicator role as one of the major core competencies for all physician specialists. Although protected time is devoted to training in patient and family communication within the formal residency curriculum, few physicians actually have experience managing patient and family complaints. These experiences are not uncommon in an academic health sciences centre and when they involve residents these patient and family concerns and complaints can be particularly stressful due to a lack of experience. In an era in which health care quality is becoming a major focus of both government and the public, an elective with the Office of the Patient Experience can provide residents with invaluable practical training to acquire knowledge and skills to reduce the risk of patient and family complaints and to optimally address patient and family concerns once they do arise.

Established in 2011, Sunnybrook's Office of the Patient Experience is dedicated to working with teams of physicians, front-line staff members, managers, volunteers and patients and their families to improve the experience people have with the Hospital.

This six person, inter-professional team, works with 'client areas' (programs and services) across the hospital to manage concerns from patients and families, offers coaching on topics such as conflict resolution and mediation, conducts focused improvement initiatives, and provides advice and counsel on matters related to improving the service environment across Sunnybrook.

### **Learning Opportunity**

This unique elective will involve the interested resident work alongside Patient Experience Advisors on a number of initiatives such as coaching staff members in improving interpersonal communication skills between patient and care provider, as well as investigating and working to resolve issues patients and families bring forward about their care. Attention will be paid to maximize resident learning by assigning them to cases that relate closely to their own medical or surgical specialty. Residents will also have the opportunity to define and lead the development and execution of a patient experience improvement initiative.

### **Upon completion of this rotation residents will:**

- Understand the processes involved in dispute and conflict resolution in health care
- Have completed a patient experience improvement initiative
- Have knowledge of the principles of patient and family engagement

### **Time commitment**

Negotiable. Can be managed in a designated block of time or as a longitudinal elective that is a portion of a week.

**Location**

Bayview Campus

**Who should apply?**

This opportunity is open to any postgraduate trainee (within any specialty), who is interested in working with a dynamic team of professionals who are dedicated to achieving improved experiences for all patients and families at Sunnybrook. The ideal candidate will have an interest in learning more about rapid quality improvement, conflict management, dispute resolution, and coaching.

**Interested in learning more?**

Feel free to contact Dr. Ari Zaretsky, Sunnybrook's Vice President of Education at [ari.zaretsky@sunnybrook.ca](mailto:ari.zaretsky@sunnybrook.ca) or Vice President of the Office of the Patient Experience at [craig.duhamel@sunnybrook.ca](mailto:craig.duhamel@sunnybrook.ca).