Improving Attendance at UCI Morning Report

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Problem

- Low attendance rate at UCI morning report
- June 2014 – June 2015
  - Data showed the following:
    - On average UCI attendance was 2 out of 3 conferences per week (60%)
    - VA attendance 4 out of 5 conferences per week (80%)
Opportunity Statement

- An opportunity exists to improve conference attendance at UCI
- This process should be improved because our residency training program prioritizes education and scholarship
- Goal of increase attendance by 25%
Survey

- Anonymous survey used to identify barriers to resident attendance at morning report
- Sent to all UCI medicine residents in Jan 2015
- Response rate: 60%
Barriers to attending UCI morning conference (choose up to three)

- Morning workload: 93%
- Attending expectations for rounds: 41%
- Lack of food: 39%
- Clinic obligations: 31%
- Time of conference: 24%
- Getting pages during conference: 17%
- Length of conference: 15%
- Lack of educational value: 15%
- Poor attending presence: 13%
- Location of conference: 11%
- Other: 6%
Focus Group

- Led by our PI group

- Included approximately ten 1\textsuperscript{st} and 2\textsuperscript{nd} year residents

- Elaborate further on morning workload and attending expectations and address other issues
Focus Group Findings

- Morning Workload
  - Seeing patients
  - Chart review
  - Placing consults
  - Developing a plan
  - Preparing discharges

- Different Attending styles / expectations

- Shorten conference or moving to another time of day
From the survey and focus group, we decided to address **ATTENDING EXPECTATIONS**

Morning workload felt to be out of our control and beyond the scope of a one-year project.
Hospitalist Meetings

- Meet with UCI hospitalists to present survey results and conference attendance data

- Discuss ideas to improve conference attendance, including hospitalist expectations for rounds
Hospitalist Meetings

- April 2016
  - Initial survey results presented
  - Task force formed to propose recommendations for increasing conference attendance

- May 2016
  - Task force results presented
Task Force

- **Attendings**
  - Dr. Israel De Alba
  - Dr. Shruti Scott
  - Dr. Miki Watanabe

- **Residents**
  - Thi Mai
  - Melanie Kusonruksa
  - Jennifer Mah
  - Sam Lai

- **Chief residents**
  - Dr. Pejman Solaimani
Task Force Recommendations

Attending physicians should hold a formal orientation with both interns and seniors explicitly outlining expectations

- Emphasize that attendance at morning report is mandatory
- Discuss which clinical duties need to be done prior to rounds
Task Force Observations

Attending presence at morning report would encourage resident attendance

The workload, number of patients and turnover is high. This compromises residents abilities to attend protected teaching time and for attending physicians to teach
Intervention

- Ward attendings to hold orientation with resident teams addressing expectations for rounds and stressing importance of attending morning report.
- The intervention period was from June – August 2016

Outcome:
- Track attendance during intervention period
- Distribute surveys post-intervention to gauge resident response to the intervention
Post-Intervention Results

- 85% of attendings held formal orientations
- 70% of attendings set the expectation to attend morning report

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<tbody>
<tr>
<td>June</td>
<td>54.9%</td>
<td>50%</td>
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<tr>
<td>July</td>
<td>59.4%</td>
<td>74.7%</td>
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<td>August</td>
<td>74.8%</td>
<td>79.1%</td>
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Post-Intervention Survey

Main reason for not attending UCI morning report

- Morning workload: 86%
- Lack of food: 6%
- Clinic obligations: 6%
- Attending expectations: 3%
- Lack of educational value: 0%
Barriers to attending UCI morning conference (choose up to three)

- Morning workload: 93%
- Attending expectations for rounds: 41%
- Lack of food: 39%
- Clinic obligations: 31%
- Time of conference: 24%
- Getting pages during conference: 17%
- Length of conference: 15%
- Lack of educational value: 15%
- Poor attending presence: 13%
- Location of conference: 11%
- Other: 6%
Based on your experience in the UCI internal medicine program, do you think that resident education is compromised by service obligations?
Conclusions

- Despite our intervention, there was no improvement in attendance at UCI morning report.
- Morning workload is major barrier to conference attendance at UCI for ward residents.
- Needs to be balance between clinical duties and resident education.
- Our residency program prioritizes scholarship; however, the service priorities of the hospital have overwhelmed the educational priorities of our program.
Recommendations

- For further investigation
  - Identify ways to minimize work load on medicine wards and create time for dedicated teaching
    - Discovery Rounds
    - Admitting service during rounds
    - IM attending in ER/Observation Unit
    - Non teaching service

- Culture
  - Clash of cultures
Special Thanks

- **Mentors**
  - Dr. Lloyd Rucker
  - Dr. Bindu Swaroop
  - Dr. Pejman Solaimani

- **Task Force Participants**
  - Dr. Miki Watanabe
  - Dr. Israel De Alba
  - Dr. Shruti Scott
  - Dr. Sam Lai

- **Hospitalist attendings**
- Residents
- Susan Altmayer
- Brianne Tsunezumi