

# **Resident Job Analysis: Foundation for Selection & Evaluation**

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*I do not have any relevant financial relationships with commercial entities.*

**DISCLOSURE**

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- **To recognize that job analysis is the foundation for resident selection and performance evaluation**

**Objective**

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A systematic investigation of

- Work activities
- Worker attributes
- Context of the work

**What's a Job Analysis?**

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## Foundation for:

### Selecting residents

- ❖ Structuring interviews
- ❖ Evaluating interviews

### Evaluating resident performance

# Job Analysis

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Results are:

- Competencies
- Categories
- Domains

## **What Does a Job Analysis Look Like?**

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- Patient care & procedural skills
  - Medical knowledge
- Practice –based learning and improvement
  - Interpersonal & communication skill

## **Sample Resident Competencies**

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❖ Systems-based practice

❖ Professionalism

➤ American Council on Graduate Medical Education (ACGME)

# Residency Competencies

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**HOW DO I PERFORM A JOB ANALYSIS?**

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- Job Performance
- Observation
- Interviews
- Structured Questionnaires
- Critical Incidents - *recollections of critical events actually observed in resident performance*

## **Types of Job Analysis**

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Observation - *already a rich pool*

Interviews - *residents, faculty*

Critical Incidents - *today collect 100*

Structured questionnaires-

- *Web-based for geographically dispersed programs*
- *Expensive*
- *Complex*

**Viabile Types**

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- ❑ Subjects- 10 general surgery faculty + 4 fifth-year residents = 14
- ❑ Procedure- conducted structured interviews
- ❑ Results: 235 critical Incidents

## **CIT Method**

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- Collect (write) examples of actual behaviors-
- Effective & ineffective behaviors
- Sort the critical incidents into competencies

<sup>T</sup>  
• Flanagan, 1954.

# Critical Incident Technique (CIT)-Method

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- Collect many incidents
- Sort them by similar incidents
- Name the group

- Several sorts
- Refine the sorting process
- Engage faculty in sorting & naming
- Stand back – look at the whole set

## **Sorting Process-Arrive at Competencies**

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- Knowledge/Self-education
  - Clinical performance
    - Diagnostic skills
    - Surgical skills
  - Communication skills
    - Reliability

## **Competencies – CIT Study**

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- Integrity
- Compassion
- Organization skills
  - Motivation
- Emotional control
- Personal appearance

## **Competencies (cont'd)**

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- **Knowledge/self education**
- A patient is brought to the hospital having a cardiac arrest. The physician puts in a chest tube. The resident eagerly learns how to do it. Afterwards, the resident discussed all of the possible complications and proper procedures.

## **Examples of CIT**

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- A resident ties knots, handles tissue, and instruments very well.
- A resident is instructed to cut a suture. He cuts too deeply and cuts a blood vessel.

## **Surgical Skill**

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- One resident was too aggressive with nurses. She would stand in the nursing area and say,
- “I am the doctor. You take this order and carry it out now.”

## **Communication Skills**

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- A resident says “I don’t know” or “I will check that” instead of covering up and being dishonest.
- A resident tells the attending he is in the OR when actually he is not.

**Integrity**

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Performance Evaluation

Interview

Competencies

# Job Analysis - Foundation

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- Unstructured
- Semi structured
  - Structured

# Structuring the Interview

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- Communication Skills
  - Reliability
  - Integrity
  - Motivation

## **Non-cognitive Competencies**

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- ❖ Things to observe
- ❖ Sample questions
- ❖ Case scenarios or situations

## **Interview Structure**

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- Things to Observe

- Eye contact
- Facial gestures
- Nervous habits

# **Communication Skills**

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- Are there any types of patients you don't like to take care of? Why?

## **Sample Question- Compassion**

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- You are the resident on call. You find a patient dead in bed. You later discover that the patient died because you did not check his serum glucose level. What do you do?

## **Case Scenario- Integrity**

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## Communication skills

- ✓ Ability to relate well; clear and concise

## Organization skills

- ✓ Ability to manage time, tasks, and people effectively

*Rating scale:*

*Not observed 0 1 2 3 4 average 5 6 7 Outstanding*

# Interview Evaluation

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➤ Clinical performance

➤ Diagnostic skills

➤ Surgical skills

Rating scale

*Not observed 0 1 2 3 4 average 5 6 7 outstanding*

# Evaluating Performance

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Evaluate Performance

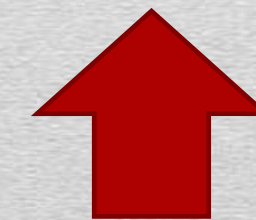
Evaluate the Interview

Structure the Interviews

• Competencies

**Job Analysis**

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