

# DOM Coaching Program

## Introduction

Have you ever had the experience of working with a *really good* sports coach or music teacher? If so, you will probably remember how amazing it felt to have someone working with you to help you achieve at a level that was just not possible for you to do on your own. Research suggests that learning medicine is no different. We all know that a good coach needs to actually observe your performance in order to help, but that does not occur often enough in medicine. The Department of Medicine Coaching Program is one way in which we are trying to change that.

## Who can participate?

Any medical resident in the core internal medicine program can participate regardless of what rotation they are on. In addition, if a medical student or off-service resident rotating on CTU needs support, provided that they are identified to the program early enough into their rotation (e.g., at the mid-rotation evaluation), they too can participate.

## What happens during a coaching session?

The referred trainees will meet with a coach for at least two sessions, and some may have multiple sessions. Each session will last approximately 1.5-2 hours. It will start with a discussion where the coach and the trainee identify areas of focus together. From there, a few possible things may occur including: Chart or documentation review, case presentation, direct observation of an encounter, etc. Sessions will always end with the coach and trainee working on an action plan and discussing next steps.

## Who should be referred for coaching?

Any trainee who feels that they have a potential to perform at a higher level can contact the coaching program. Likewise, if an attending physician feels that the trainee has a potential to perform at a higher level, they can refer that trainee. We are willing and interested in working with trainees at all levels of performance, from those who are struggling to keep up with their peers to those who are performing at a very good level but are felt to have even greater potential. In addition, internal medicine trainees who perform poorly on their ABIM exam or OSCE may also be referred by the program director for coaching.

## How do trainees get referred for a coaching session?

Trainees can self-refer, or be referred by their attending physician or program director. We also encourage senior residents on CTU to discuss potential referrals with the attending physician or the trainees themselves. It is our expectation that no trainee will be referred without their knowledge and consent in advance of the referral.

## Who will know what about the sessions?

While it is not possible to maintain 100% confidentiality, we certainly will do our best. The person making the referral, and the coaches themselves will have knowledge of the names of the trainees referred to the program. However, nobody except the coaches and the trainee will know about the content of the coaching sessions. All documentation will be kept in a strictly confidential way by the coaching office which is separate from the education office. Moreover, no information gathered during a coaching session will be shared with anyone else external to the coaching program (i.e., nothing will go in the trainee's permanent record) except in exceptional circumstances and never without the trainee being first informed.

## Who do I contact to make a referral or if I have questions?

Copies of the referral forms will be available in the CTU team rooms and education office. Additionally, feel free to contact the coaching program care of Suzanne Lesco, secretary to Dr. Mark Goldszmidt, at ext. 35995 or via e-mail at: [Suzanne.Lesco@lhsc.on.ca](mailto:Suzanne.Lesco@lhsc.on.ca)

