



Otolaryngology –
Head & Neck
Surgery
Residency
Program
2019-2020

Welcome & Orientation Manual

Welcome

to McMaster University's Otolaryngology – Head & Neck

Surgery Residency Program! We are delighted to have you join us. Starting your residency can be an overwhelming process, so we have put together this manual so that you are familiar with our program's policies and procedures. If you need anything or have any questions, please don't hesitate to contact me!

Faculty

<p>Dr. Stuart Archibald, Division Head Associate Professor St. Joseph's Healthcare Hamilton 50 Charlton Avenue East, Room G811</p> <p><u>Administrative Assistant:</u> Olivia Lynch olynch@mcmaster.ca 905-521-2100 x 33163</p>	<p>Dr. Han Zhang, Program Director Assistant Professor St. Joseph's Healthcare Hamilton 50 Charlton Avenue East, Room G811</p> <p><u>Program Coordinator:</u> Carol Dow cdow@mcmaster.ca Office MUMC 2P7A 905-521-2100 x 73964</p> <p><u>Administrative Assistant:</u> Sylwia Kot kots1@mcmaster.ca 905-521-2100 x 37031</p>
<p>Dr. Jason Archibald Associate Professor St. Joseph's Healthcare Hamilton 50 Charlton Avenue East, Rm G845</p> <p><u>Administrative Assistant:</u> Erin Hogan hoganer@mcmaster.ca 905-521-2100 x 35804</p>	<p>Dr. Michael Gupta Associate Professor St. Joseph's Healthcare Hamilton 50 Charlton Avenue E., Room G836</p> <p><u>Administrative Assistant:</u> Chantha Nop nop@mcmaster.ca 905-521-2100 x 35854</p>
<p>Dr. Elizabeth Jeney Assistant Clinical Professor 304-1550 Upper James Street, Hamilton 905-575-4429 905-575-4456 Fax</p>	<p>Dr. Bruce Korman Associate Professor McMaster University Medical Centre, 4E10</p> <p><u>Administrative Assistant:</u> Kelly Kolkin kolkin@hsc.ca</p>

	905-521-2100 x 75246 905-521-9992 Fax
Dr. Ronald Lemckert Assistant Clinical Professor 17 King Street East, Unit 102, Dundas	Dr. Jonathan MacLean Associate Professor McMaster Medical University Centre, 3V1
<u>Administrative Assistant:</u> Kim Joseph kjoseph@dundasderm.ca 905-628-3376 905-628-8833 Fax	<u>Administrative Assistant:</u> Kelly Kolkin kolkin@hsc.ca 905-521-2100 x 75246 905-521-9992 Fax
Dr. Diane Reid Associate Clinical Professor Hamilton Health Sciences McMaster University Medical Centre 1200 Main Street West, 3V1	Dr. Doron Sommer Clinical Professor McMaster University Medical Centre 1200 Main Street West, 3V1 905-521-2100 x 75331 905-521-8552 Fax

Residents:

Jeffery Wells PGY5 (Chief Resident)
Babak Karamy PGY4
Chandni Jain PGY3
Gordon Hua PGY3
Joanne Kim PGY3
Sepideh Mohajeri PGY2
Matthew Newman PGY2
Jakob Pugi PGY1
Michael Xie PGY1

Program Coordinator:

Carol Dow cdow@mcmaster.ca
905-521-2100, ext. 73964
McMaster University Medical Centre, Room 2P7A (office mailing address 4E12)
2nd Floor (Midway between Blue and Yellow Sections)
Monday – Friday, 7:30am-3:00pm

Schedules/Rotations:

You have received your rotation schedule from the Post Graduate Medical Education (PGME); as well, I have emailed you this. You will receive the call schedule from your Chief Resident, while on service. **If there are ANY changes in your rotation, please notify the Doctor, your Program Director and myself immediately so that I can make the appropriate changes in all computer systems.**

Conference Leave:

Professional Days are available to attend conferences. Each resident is allotted seven professional leave days. If you are a presenter at a conference, you may be reimbursed so please see me to find out how. You will need to bring me all documents and fill out and sign an expense report form. From there, I will retrieve the Program Director's approval and submit it to our Finance Department for reimbursement. **Please note the documents required for reimbursement are: All original receipts, no photocopies allowed and they must be submitted within six weeks of the end of the date of the conference that you attended. All flight boarding passes must be submitted and a certificate of attendance. All registration fees must be accompanied with your proof of payment, such as credit card statements or copies of cheques. If you are a presenter, you must include a copy of your abstract, confirmation of registration, receipt of payment and travel expenses.

Vacation Leave:

Each resident is allotted 20 vacation days per academic year (July 1 – June 30). If you do not use your vacation before June 30, you will lose it – no exceptions. Please fill out the Medportal Vacation Request. This includes any last minute in lieu of days that you have worked out while on rotation. Please check dates of exams before requesting vacation. Requests for vacation must be submitted to the Home Program Director at least four weeks before the proposed commencement of the vacation. Our program also requests that residents take half of their vacation before the end of January. It is vital you ensure all approvals have been met before you depart on vacation.

Health and Dental Benefits:

Your health and dental benefits should have been explained to you at the time of registration. At that time, you also should have received a booklet, which explains your coverage. If you did not receive this booklet, please go to the PGME office to pick one up. Dental/vision etc. forms are kept there; as well. Postgrad is open from 8:00am – 4:00pm, Monday to Friday. The Policy Number is 16721A and your Employee ID is located on the top left hand corner of your pay stub. The office does **NOT** have these numbers nor does your program.

Counseling Services:

- The Program Director and the Academic Advisor are available to residents and are the residents' advocate in situations where they are experiencing stress related to work, health or personal issues.
- The PGME office encourages all residents and their families to have a family physician. If you do not have one, the PGME office, in conjunction with the Department of Family Medicine, will assist residents in finding a family physician. Please contact Brenda Montesanto at 905-525-9140, ext. 22947 or email at bmontes@mcmaster.ca.
- The PGME office has retained the services of Ms. Valerie Spironello, MSQ, RSW, to support residents. This is a confidential service that residents can access if there is a need to discuss the many stresses of residency and life balances. Ms. Spironello specializes in dealing with compassion fatigue in individuals in the caring profession. <https://fhs.mcmaster.ca/postgrad/documents/SocialWorker.pdf>

- With the appointment of Dr John Miller as Student Affairs Advisor for the Hamilton McMaster Campus, Dr. Miller has taken over the role of the confidential support/advisor for residents who have concerns/problems either academic or non-academic. Dr. Miller can be reach at 905-521-2100 ext. 22833 or at jmiller@mcmaster.ca
- The PGME office, in conjunction with the Department of Psychiatry, facilitates confidential professional counseling services for the residents. This is particularly helpful in emergent situations.
- Information distributed to residents is available on the PGME office website: House Staff Support Systems booklets are distributed to all trainees upon entry into the program. Available on the PGME website at <http://www.fhs.mcmaster.ca/postgrad/documents/support-systems-for-postgraduate-medical-trainees-2017....pdf>
- Homewood Health – An Employee & Family Assistance Program available to residents and their family members at <https://homewoodhealth.com/corporate/services/stay-at-work/efap>
- University Office of Human Rights and Equity Services available to assist with issues surrounding harassment (sexual and non-sexual), discrimination, and complaint resolution. Robin Edwards, Advisor, Professionalism in Clinically Based Education, Faculty of Health Sciences, is available for residents to assist with issues concerning professionalism. She can be reached at 905-525-9140, ext. 22417.
- Professional Association of Residents of Ontario (PARO) has a 24-hour help line at 1-866-HELP-DOC (435-7362) which is available to all residents, regardless of funding source, who are members of PARO.
- Ontario Medical Association Physician Health Program provides confidential assistance to physicians and their families on issues such as stress, burnout, mental health and substance use at 1-800-851- 6606, through the confidential fax line at 416-340 2860 or online at <https://www.oma.org/sections/member-benefits/residents/physician-health-program-r/> .
- Confidential CMA helpline. Resources for the Centre for Physician Health and Well Being are accessible via the CMA website at www.cma.ca or by calling 1 877 CMA-4-YOU.
- Canadian Medical Protective Association – medico-legal issues <https://www.cmpa-acpm.ca>

The PGME office coordinates Multidisciplinary Academic Half Days each year. One session is dedicated to Physician Wellness.

Evaluation:

Competence by Design (CBD) rolled out for our program on July 1, 2017. You will be given login info for your ePortfolio. You will receive from the Program Director a CBD road map. You will be assigned a CBD Academic Advisor. The Academic Advisor will follow the resident longitudinally through their time in the residency program and will guide their academic progress, working with residents to help them understand and learn from assessments, and presenting summaries of their progress to the program Competence Committee.

A fountain of information is included in this link for you; the learner
<http://www.royalcollege.ca/rcsite/cbd/eportfolio/eportfolio-learner-perspective-e>

Milestones and EPAs

As part of Competence by Design (CBD), the Royal College intends to use both Entrustable Professional Activities (EPAs) and milestones to redesign specialist training and assessment.

- An **entrustable professional activity** is a task in the clinical setting that may be delegated to a resident by their supervisor once sufficient competence has been demonstrated.
 - Typically, each EPA integrates multiple milestones
 - EPAs are used for overall assessment
- A **milestone** is an observable marker of an individual's ability along a developmental continuum.
 - Milestones are used for planning and teaching
 - EPAs are made up of milestones

The **key difference** between EPAs and milestones is that EPAs are the tasks or activities that must be accomplished, whereas milestones are the abilities of the individual.

OR/Clinic Log:

Each resident must have an up-to-date OR log. You can log your OR activities on an excel document. The OR log will be reviewed with the Program Director bi-annually. Your Program Director encourages residents to use the Accreditation Council for Graduate Medical education (ACGME) CPT Otolaryngology code for your surgical log. Our program will provide the excel program.

Drop Box:

Each resident must set up a Drop box account to upload documents related to your residency training. It's an academic file that is only shared with the Home Program Administrator and Program Director. All residents must keep their academic file on drop box updated at all time; it is an accreditation requirement that each resident maintains an educational file.

Academic Half Day:

This is protected academic time. Every Wednesday at 8:30am is Surgical Foundations-academic half day for PGY-1 and 2's in MUMC 4E20. Pagers are to be turned off until 1:00pm and attendance is mandatory. You must attend 70% of all Surgical Foundations academic events for promotion. The service that you are rotating through will be advised that you will not be on service until 1:00pm and your pager will be off. It is your responsibility to ensure that your cases from the previous day are completed or properly handover.

On Wednesday morning from 7:30am-8:30am is the Otolaryngology – Head and Neck Surgery Grand Rounds. Attendance is mandatory for all junior and senior residents. A calendar is posted on the McMaster Otolaryngology - Head and Neck Surgery website.

On Wednesday afternoon from 2:00pm-4:00pm is the COCLIA Sessions. These are mandatory for senior residents. During July and August, COCLIA is mandatory for all residents junior and senior from 3:00pm-5:00pm. Questions for COCLIA will be distributed by Chief residents one week prior to the session to residents presenting.

On Wednesday afternoon from 4:00pm-6:00pm is the Otolaryngology – Head and Neck Surgery Teaching Sessions. Attendance is mandatory for all junior and senior residents. Some exceptions are applicable while you are off service i.e. ICU you might not have permission to leave or if you are away on elective. A calendar is posted on the McMaster Otolaryngology-Head and Neck Surgery website.

Please note that you must attend 75% of all academic events of your home program for promotion, including Grand Rounds, COCLIA, Teaching sessions, Temporal bone lab drilling, Journal club, MAD, Annual Research day, and any additional notified events. Please review the attendance policy document.

Program Policies:

Several policies have been implemented over the years and these are to ensure a better understanding of the functioning of the program. Make sure to review these on the website, including our resident safety policy and the guideline for call.

When applicable you must dictate OR reports within 24 hours of the procedure, as per hospital policy.

Bi-annual Resident Meetings:

Bi-annually, you will meet with your Program Director. At this meeting we will discuss: rotations, conferences attended, research, review OR/clinic log, any exam results, your special interests or career plans, vacation plans and current evaluation status. An academic report will be completed at each meeting; it is called your academic dossier and it must be kept in your drop box.

Other Information:

Your mail is sometimes delivered to my office. I will advise you if I receive any for you.

Always carry your photo ID with you when on hospital property.

Please check emails often throughout the day, as everything that you will be notified about will most likely be sent via email.

If you have any questions regarding the program, travel, expense reports, vacation, evaluation, rotation scheduling, policy and procedures etc. please contact me. I will find out anything that you need to know. Feel free to call or drop in!

All the best,

Carol

Carol Dow, Program Coordinator
Otolaryngology – Head and Neck Surgery
Pediatric General Surgery
McMaster University, Department of Surgery