



OVERVIEW OF THE TY PROGRAM GOALS & OBJECTIVES/GENERAL COMPETENCIES

Overview of Goals and Objectives/General Competencies

The Tufts Transitional Year Residency Program at the Lemuel Shattuck Hospital has its roots in Internal Medicine and General Surgery and is primarily sponsored by the Internal Medicine and General Surgery Departments at Tufts Medical Center. This sponsorship provides the TY Resident with a foundation for the development of fundamental clinical skills necessary to become capable and compassionate physicians. The goals of the Transitional Year Residency are that graduates will attain the professional, attitudinal, cognitive, and technical skills necessary to provide their patients with kind and compassionate care. Residents have many opportunities to learn and practice patient communications and shared decision making and to apply current evidence-based knowledge to achieve the best likelihood of the patient's desired outcome. Residents are given guidance and advice to develop their careers, achieve scholarship, and complete the prerequisites needed for the next steps of their careers. Our house staff learn how to problem solve and begin the process of self-directed life-long learning. House staff are taught to assess patient outcomes in order to improve future decision-making and guide practice management. They acquire the ability to organize their workdays, as well as reflect upon and plan for professional-personal balance, stress reduction, and personal health. The competencies listed below are achieved through a required set of rotations at three participating hospitals (Shattuck, Tufts, and Lahey), a didactic curriculum that combines Internal Medicine and General Surgery, and a self-tailored set of electives. Our residents, faculty, and program are continuously evaluated to ensure success in achieving these competencies, goals and objectives.

Competencies

1. **Professionalism/Clinical Ethics.** In achieving this competency, it is important that residents demonstrate that their actions serve the interests of their patients above their own self-interest and exhibit during their clinical care rotations and in discussion forums the following characteristics: altruism, accountability, reliability, courtesy, sensitivity, integrity and respect for others. Residents will demonstrate their pursuit of continuous professional development and that they are responsive to the needs of patients and society.

Residents will demonstrate as one of their core values that they truly care for their patients by doing their best in serving their patients needs and most importantly by consistently demonstrating true compassion; that is, *an emphatic attitude that leads to an action to reduce the suffering of others.*

Important aspects of this competency are effective interactions with other members of the healthcare team, an absence of hubris and willingness to obtain help from other professionals, a cooperative style of working with teams, and willingness to recognize and take appropriate action when witnessing unethical behavior. Residents will recognize the ethical dimensions of medical

practice and health care policy. The principles of patient rights to autonomy, beneficence, non-maleficence, and justice will be demonstrated by all residents. Residents will incorporate these principles into their patient care, clinical decision-making and discussion groups by:

- Ensuring patient's rights to self-determination and decision-making.
- Acting in good faith to preserve life, restore health, reduce suffering and restore or maintain function without abandonment or conflict of interest.
- Removing, preventing, and doing no harm by upholding the standards of professionalism, confidentiality, compassion and effective communication.
- Allocating medical resources fairly and according to medical need of the patient.
- Applying the medical-legal issues surrounding the Principle of Double Effect, euthanasia, physician assisted suicide, and withdrawing or withholding life support.

Residents will be able to identify alternatives for difficult ethical choices by systematically analyzing situations and considerations that are conflicting and ideas that support different alternatives. Residents will be able to formulate, defend, and carry out a course of action that takes into account ethical complexity.

2. **Inter Personal Communication Skills**. Graduates will demonstrate effective written, verbal and non-verbal communication when participating in patient care, consulting and collaborating with colleagues and coworkers, and teaching and presenting in the academic center, in the community and most importantly during information exchange and collaboration with patients and their loved ones. Residents will demonstrate effective listening skills and be able to demonstrate to their patients that they understand their needs. Residents will display that they can create a therapeutic relationship with patients by using effective communication skills, interpretable language, active and responsive listening, patient education and counseling and assisting other professionals to do the best job possible for patients of common concern. Residents will understand how to alter their communication techniques to be more effective leaders. This will include the ability of a resident to understand how others perceive them, to be able to modulate what they do so that others perceive them in a more positive environment with particular emphasis on instilling hope in their patients and their loved ones.
3. **Medical Knowledge**. Residents will demonstrate a sufficient level of understanding of the clinical, basic and social sciences that underlie the practice of internal medicine and be able to demonstrate that they can apply their knowledge to patient care, patient education, family education, and the education of other members of the health care team. Areas of knowledge will include understanding the pathogenesis, pathophysiology, epidemiology, historical issues, relevant physical findings, test utilization (including relative sensitivity and specificity and likelihood ratios), means of confirming a diagnosis, treatment, monitoring and prevention of the most common inpatient and outpatient clinical disorders cared for by internists. Residents will understand how various aspects of disease are affected by gender, age, ethnicity, culture and disability. In addition to understanding and being able to manage the common diseases in internal medical practices, residents will incorporate into their practice the following areas that cross all specialties: ethics, psychology, medical-legal issues, medical economics, managed care, public health, familial and societal violence issues, informatics, record keeping, quality assurance and risk management, and relevant areas of non-internal medicine specialties (e.g. neurology, dermatology, ENT, ophthalmology, orthopedics and psychiatry, etc.).

Residents will need to demonstrate in areas for which they have limited prior experience the ability to recognize a problem, characterize it, formulate a question that needs to be answered in order to address the issue, identify sources of information, find and critically appraise relevant literature for accuracy and completeness and develop a plan of action in an effort to solve the problem. They will integrate and interpret factual information, extract knowledge that is relevant to their patient and apply it to their patient after recognizing factors that may influence the plan such as cost, opposition, alternate strategies and adverse effects. In addition, they will subsequently assess the results of their action. Residents will exhibit tolerance and consideration of opinions from others, understand the socioeconomic and cultural context of the problem, consider the problem as an opportunity for change and advancement of knowledge and seek help when the problem is outside the range of knowledge that they possess. This will require that the resident be observant, empathetic, and a good listener, be able to recognize contradiction, discrepancy, and separate normal from abnormal findings, organize information, identify issues that have the greatest impact, and estimate the implications of the problem, its severity and extent. Affecting the plan is a key skill for the resident to demonstrate as well as assessing the outcome of their strategy.

4. **Practice Based Learning and Improvement.** Residents shall become aware of their limitations, strengths, weaknesses, and personal vulnerabilities. They will assess their own personal values and priorities in order to develop and maintain an appropriate balance of personal and professional commitments and understand how the qualities and actions of their personal life can enhance their professional lives and vice versa. They will learn how to seek help and advice when needed for their own difficulties and develop appropriate personal coping strategies and mechanisms for stress-reduction. They will recognize how their actions affect others in their professional circle. They will learn how to seek, accurately review, and respond to performance feedback. They will learn how to take action in an effort to develop their own careers and achieve their own performance standards in either the academic or private sector. They will understand how to be a good citizen in the organization that they join. They will learn how to integrate a program of personal good health and stress-reduction into their daily lives. Residents will understand the concept that the education of the heart and their personal growth is at least as important as the education of their mind and professional growth.
5. **System Based Practice.** The graduate will understand the various approaches to the organization, financing and delivery of health care. They will recognize threats to their own professionalism as posed by conflicts of interest inherent in financial and organizational arrangements. They will have the ability and vision to use new developments in technology and information systems to manage, problem-solve and make decisions that are relevant to the efficient and effective medical care of individuals and populations. They will learn to understand the context in which they practice and understand the interdependence between the patient care that they provide, that is provided by others and that is provided to the society at large. They will learn how to apply their knowledge to improve the care of individual patients and groups of patients as well as others in the health care system. They will learn to apply systematic and cost-effective strategies to prevent, diagnose and treat in a manner that never compromises quality of care. They will learn how to collaborate with other members of the team and their patients and families to coordinate care, to assist patients in dealing effectively with a complex system, and to improve systematic processes of care in an effort to improve outcomes. Whatever constraints are placed on the healthcare system, they will demonstrate their ability to remain a consummate advocate for the quality of care of the patient to whom they attend. They will learn how to use their leadership style, organizational chain of

command, multi-tasking skills, and due process to best effect change that would lead to improved patient or practice environment outcomes.

The resident will recognize the diverse factors that influence the health of individuals in the community. They will be able to identify social, cultural, familial, psychological, economic, environmental, legal, political and spiritual factors that impact health care and health care delivery. They will respond to the social context created by these factors by planning and advocating the appropriate course of action at both the individual and community level. They will develop zero tolerance for stereotypic language, racism, sexism, ageism, and aspersions to individuals or groups based on ethnic, religious and sexual preference or lifestyle choices. They will avoid identifying individuals by the name of their disease. They will understand all the reasons behind non-adherence. They will learn the benefits of being an advocate for better health for patients in the community and understand the resources available in the community to provide ethnically-and gender-sensitive and culturally-competent healthcare.

6. **Technical Skills.** All residents will demonstrate competency in performing, using appropriate indications, contraindications and informed consent and evaluating the results of the following procedures: nasogastric tube placement, foley catheterization, pelvic examination and pap smears, EKG interpretation, PFT interpretation, CXR interpretation, basic life and advanced life support, phlebotomy, arterial puncture, paracentesis, thoracentesis, arthrocentesis of the knee, central venous line placement and lumbar puncture.

Core Rotations for Residents to Achieve the competencies
Discussed in detail on our website <http://www.mass.gov/shattuckhospital>

Four months of Internal Medicine at Lemuel Shattuck Hospital both Inpatient and Outpatient.

Two months of General Surgery at Tufts Medical Center both Inpatient and Outpatient.

Two months of Inpatient Internal Medicine at Lahey Clinic.

One month of Emergency Medicine at Tufts Medical Center.

Two months of Elective Rotation.

One month of Vacation.

Competency Based Goals & Objectives of all above rotations are available on the TY Program website.