

QSEA -16 tips for mentoring learners in QI/PS

Goal setting

1

2

3

Connection

4

5

6

Resources

7

Project

8

9

Leadership

10

11

Mentorship

12

Presentation

13

Reflection

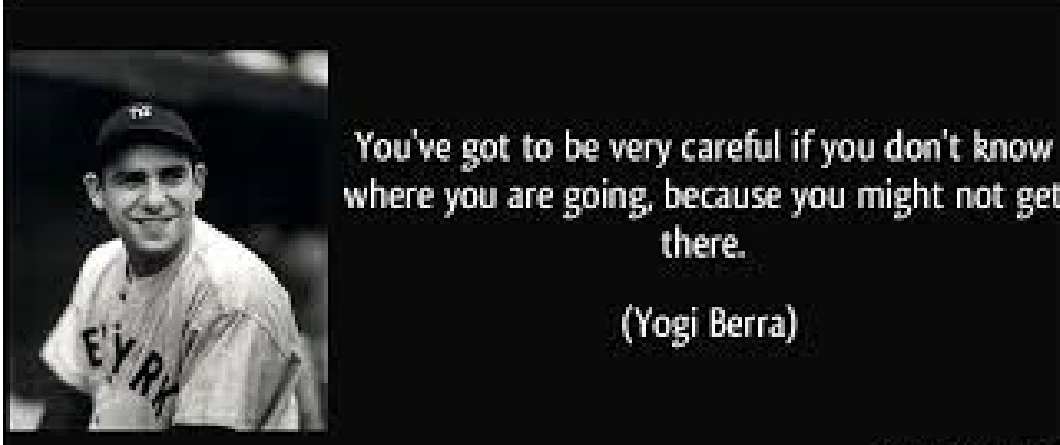
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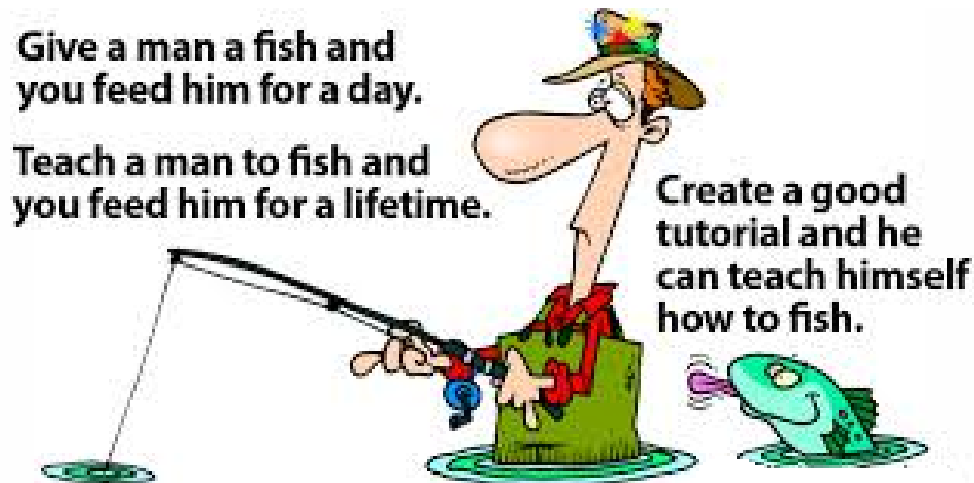
Goal Setting: 1

Clarify the goals of mentoring. How will you and the resident define success?



Goal Setting: 2

For a given project, determine the relative value of these goals -- to improve care right now, or to teach someone to improve care, or both?



Goal Setting: 3

Have a clear timeline. Check in and set meetings on a regular basis.

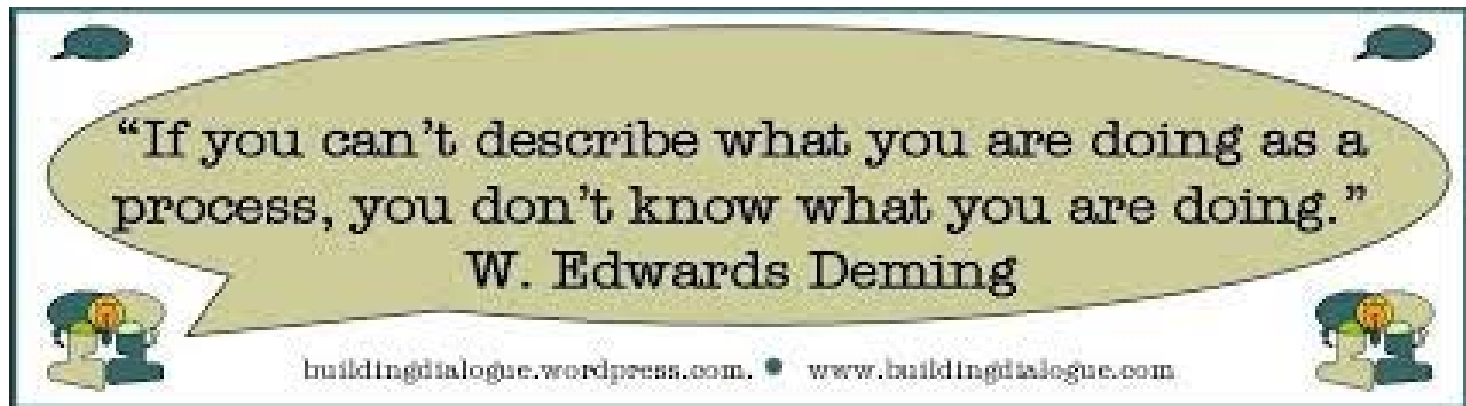
The sun was hardly
risen, but already
time was running
out.

Dean Koontz



Connection: 4

Be a link between the learner and the organization. You cannot do this work in a vacuum - build or join a successful QI/PS team.



Connection: 5

Provide protected time for this work -- don't try to fit QI/PS work into the resident's already busy schedule.

**Short as life is,
we make it still shorter
by the careless
waste of time.**

Victor Hugo

InspirationBoost.com



Connection: 6

Teach residents how to “tune in” when they go on service.

“

*When you really pay
attention, everything is
your teacher.*

”

~ Ezra Bayda ~

OkDay.com



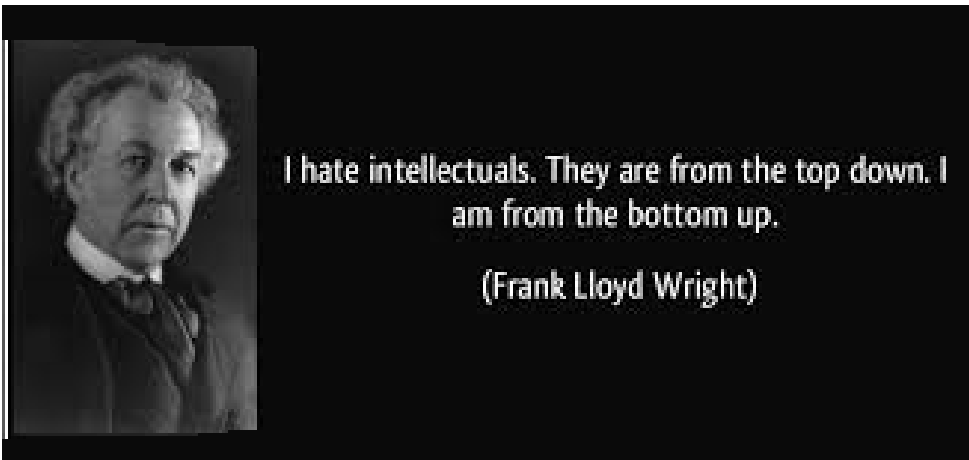
Resources: 7

Scope the project correctly in terms of resources and ability -- smaller successful projects will be more valuable than larger more ambitious ones that fail.



Project: 8

A "top down-bottom up" approach to selection of QI projects where the bottom is resident interest and the top is what the department/hospital is interested in frequently works best.



Project: 9

Don't do the work for the residents.

**“IF YOU DON’T
BUILD YOUR
DREAMS, SOMEONE
WILL HIRE YOU TO
HELP BUILD
THEIRS.”**

TONY GASKIN



Leadership: 10

Teach residents how to take their ideas for change and categorize them in the 4-quadrant "hi-easy-low-hard" diagram.

Yield		
Effort		



Leadership: 11

Give residents tips for organizing and running productive meetings

Time is really the only capital that any human being has and the thing that he can least afford to waste or lose.

- Thomas Edison



Mentorship: 12

Look out for resident blind spots and protect!



The first principle is that you must not fool yourself, and you are the easiest person to fool.

(Richard Feynman)



Presentation: 13

Give residents every opportunity to present, even if it is just sharing their project idea in front of their peers.

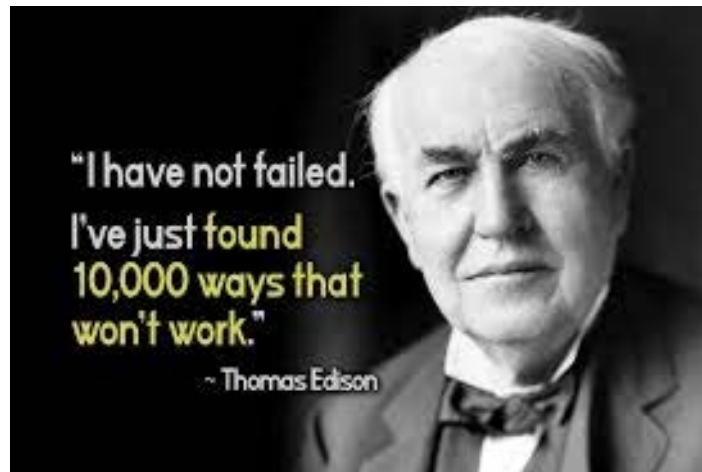
"All the great speakers were bad speakers at first."

- Ralph Waldo Emerson



Reflection: 14

Normalize failure. Let them know it's happened to you.



Reflection: 15

Tell the resident/resident team frequently that what they are doing is really important. Validate their hard work.

You're dealing with the demon of external validation. You can't beat external validation. You want to know why? Because it feels sooo good.

(Barbara Hall)



Reflection: 16

Give thoughtful feedback along the way; the more, the better.

There is no failure. Only feedback.

(Robert Allen)

