

# Eastern Association for the Surgery of Trauma

Advancing Science, Fostering Relationships, and Building Careers

**Bridging the Gap: A Fellow's Workshop** 

January 10, 2017
The Diplomat Beach Resort
Hollywood, Florida

# Bridging the Gap: A Fellow's Workshop Tuesday, January 10, 2017

Presented by the EAST Career Development Section

1:00 pm - 5:15 pm

**Target Audience:** The audience is anyone soon pursuing or recently acquired a position in trauma and acute care surgery in both academic and private practice settings. This ranges from chief residents entering fellowship to new faculty.

**Needs Statement:** While most fellowships teach patient care and operative management, there are variable resources for transition to practice.

**Overview:** Bridging the Gap is a workshop that matches young people pursuing a career in trauma and acute care surgery with mentors and leaders in the field that can provide tips for pursuing their career, navigating the hiring process, and starting the job out right.

#### **Learner Objectives:**

Schedule:

At the conclusion of the workshop, the participant should be better able to

- 1. Name variables to consider in order to find the right job
- 2. Understand the hiring process including contracts, academic tracts, and private practice resources/expectations.
- 3. Name tips to starting the job out right including exploiting your niche, developing a professional portfolio, and avoiding landmines.

#### Workshop Director: Cynthia Talley, MD

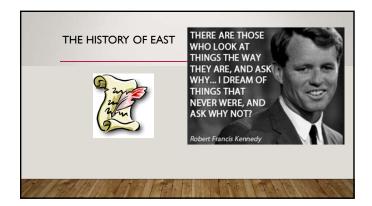
Faculty: Andrew C. Bernard, MD; Ronald I. Gross, MD; Stanley J. Kurek, DO; PJ Schenarts, MD; C. William Schwab, MD; David A. Spain, MD; Nicole A. Stassen, MD; Alison M. Wilson, MD; Robert D. Winfield, MD; Ronald Gross, MD

1:00 pm - 1:05 pm	Introduction –Cynthia Talley, MD
1:05 pm – 1:20 pm	EAST Opportunities and Resources—Nicole A. Stassen, MD
1:20 pm – 2:35 pm	Panel Discussion: Finding the Right Job
	<ul> <li>Knowing Yourself – Robert D. Winfield, MD</li> </ul>
	<ul> <li>What Makes a Good Applicant? – Nicole A. Stassen, MD</li> </ul>
	<ul> <li>Different Practice Models – David A. Spain, MD</li> </ul>
2:35 pm - 2:40 pm	Break
2:40 pm – 3:55 pm	Panel Discussion: Understanding the Hiring Process
	<ul> <li>Contracts – Alison M. Wilson, MD</li> </ul>
	<ul> <li>Financial Support and Resources – Stanley J. Kurek, Jr., DO</li> </ul>
	<ul> <li>Expectations and Measure of Work – Andrew C. Bernard, MD</li> </ul>
3:55 pm - 4:00 pm	Break
4:00 pm – 5:15 pm	Panel Discussion: Starting the Job off Right
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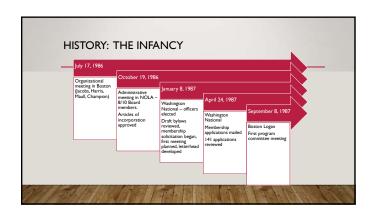
- $\bullet \hspace{0.5cm}$  Staying Out of the Chair's Office C. William Schwab, MD
- Exploiting you Niche/Developing a professional Portfolio PJ Schenarts, MD
- Advancing your Career Ronald I. Gross, MD

NOTE: CME or Self-Assessment Credit will not be offered for this workshop.





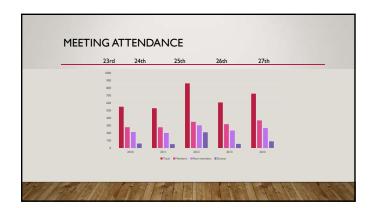














WHAT THE EAST BRAND MEANS	
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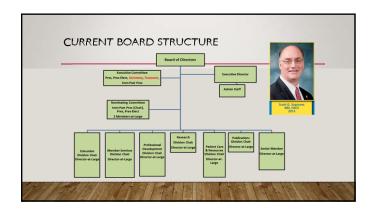
#### **EAST MISSION**

EAST is a scientific organization providing leadership and development for young surgeons active in the care of the injured patient through interdisciplinary collaboration, scholarship, and fellowship.

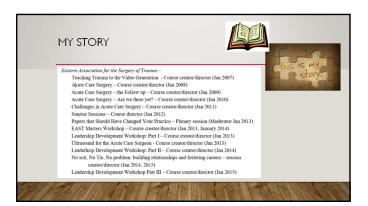
#### **CORE STRATEGIC GOALS**

- I. Leadership
  Prepare young surgeons to become leaders
- 2. Development
  Promote unique programs for the career development of young surgical leaders
- 3. Scholarship
  Provide education and training across the continuum of acute surgical care

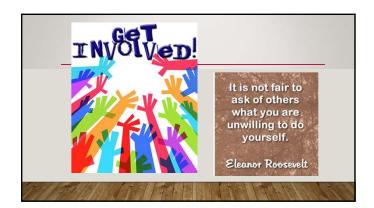
- Collaboration
   Work with our stakeholders to advance patient care and trauma systems

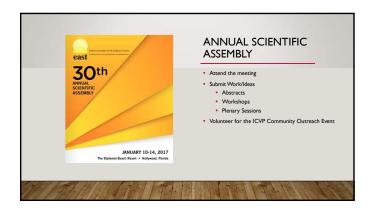








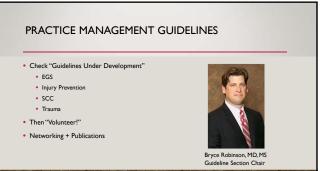






# NETWORKING! - Annual Assembly: - Opening Reception - No Suit, No Problem Networking Event - EAST Dodgeball tournament - EAST Block Party

# MENTORING PROGRAM The goal of the Mentoring Program is promotion of academic and personal growth of the young trauma and acute care surgeon by providing extramural mentorship over a layear period. Mayur Patel, MD, MPH FALL REPTAGE, MD EAST Mentoring Section Chair



# SCHOLARSHIPS - John M.Templeton, Jr., MD Injury Prevention Research Scholarship - Trauma Research Scholarship - Executive Leadership Scholarship - MITC Scholarship - Scholarship



# Finding the Right Job: Knowing Yourself

Robert D. Winfield, M.D., FACS Associate Professor of Surgery Director of Trauma Research University of Kansas Medical Center

30<sup>th</sup> Annual EAST Annual Scientific Assembly Bridging the Gap: A Fellow's Workshop January 10, 2017



#### KU MEDICAL CENTER

#### Disclosures

- No financial disclosures relevant to today's topic
- Feel free to tweet my comments: @rwinfield11



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Who are you?



### Who are you?

- In this deceptively simple question lies the keys to:
   Finding the right job
   Discovering work-life balance
   Maximizing your efforts at home, at work, at the gym, etc.

  - Being happy in what you do each day



KU MEDICAL CENTER

## Who are you?

- In this deceptively simple question lies the keys to:

  - Finding the right job
     Finding the right job
     Discovering work-life balance
     Maximizing your efforts at home, at work, at the gym, etc.
     Being happy in what you do each day

Why?



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# Example #1 KU MEDICAL CENTER

### Damon Albarn

- Co-founds British rock band Blur in 1988 with childhood friend Graham Coxon
- Blur rapidly achieves success in the UK, sets out to conquer the music scene in the United States in the early 1990s
- They flopped in the U.S., confusing and frustrating Albarn and his bandmates
- Pushed by their record label to create a sound that was in keeping with the emergence of grunge in the United States



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#### Damon Albarn

"There's no such thing as not going through it. To define yourself. It "There's no such thing as not going through it. To define yourself. It clearly made us the band we are today. As a songwriter, it transformed me. I suddenly realized I had a lot to say. As opposed to ... nothing to say. When we did the first record, it wasn't really on my mind. It was just about getting a band going. The visceral energy of being in a band is what I was interested in. And during that period [in America], I realized that, being in a band, you could express things that weren't necessarily visible to everybody."

Grantland Interview, May 11, 2015



#### Damon Albarn

- Albarn revolted against the changes being thrust on him and the band, choosing to create a uniquely British style
- Ultimately led to the "Britpop" phenomenon in the UK
- Albarn has used this as a springboard to create critically acclaimed music, theater, and opera with Blur, Gorillaz, and others for over 20 years
- To date, Blur has only had one top 10 single in the United States, the grunge parody "Song
  "Song"



Albarn and Blur closing the 2012 Olympic Games i Hyde Park, London

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# What can we learn from Damon Albarn? • At first, you're just happy to be doing what you're doing • It's easy to fall into the trap of thinking that there is one way to achieve success • Only "defining yourself" allows you to make decisions that are consistent with who you are and what you want to be • Having that focus frees you to be the best you that you can be

# Example #2 - My first job



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- Busy trauma center at a prominent research institution
- Basic research lab supported by internal funding and grants from the ACS and AAST
- Chair of the Resident and Associate Society of the ACS

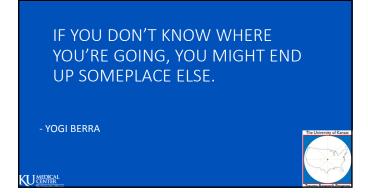


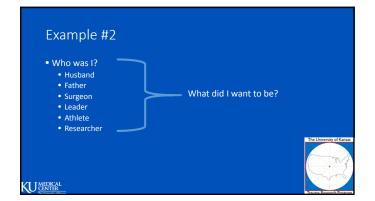


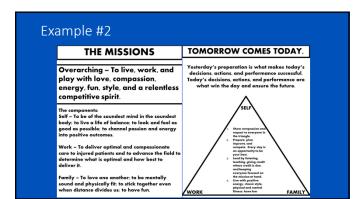




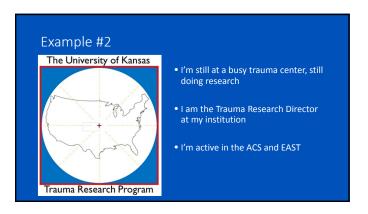


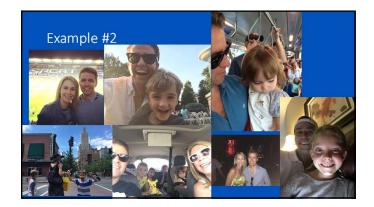












# What can we learn from Rob Winfield?

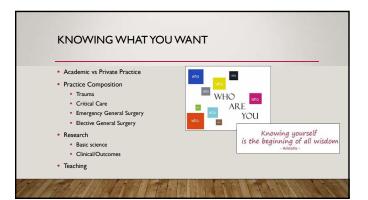


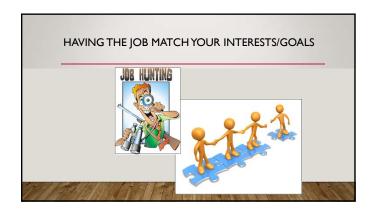
- You can get a long way by showing up, working hard, and continuing to look ahead to the "next thing"
- Your happiness and longevity will be improved though, if you take stock of yourself and develop a clear vision of who you are and who you want to be
- If you continue to revisit that vision, you'll make good decisions day-to-day, and over the long
- "The world is won by those who let it go." (Lao





# PERSONAL CHARACTERISTICS • Leadership-Oriented • Competent • Resilient • Passionate • Candid • Trustworthy • Competitive • Decisive • In Control • Team-Oriented • Friendly • Goal-Oriented • Ambitious • Good Communicator







# BEING PREPARED Research the institution Research the existing faculty Research the area Have well thought out questions Talk to your Mentors!!!!!





# Different Practice Models David A. Spain, MD, FACS Stanford Surgery Stanford Surgery

#### **Different Practice Models**

If you've seen one practice model, then you've seen one practice model...







#### **Different Practice Models**

- Every single practice model is different
- So, I have no *answers* for you
- $\bullet$  But, we can discuss which questions you need to ask yourself









# Practice Models Academics Patient care Patient care Research/scholarship Education (residents) Administration/service Private practice Patient care Institutional and/or practice service Teaching (hospital staff) Community engagement

# What is the work culture? Is this a team, a group or a loose association of individuals? How stable is the model and leadership? What are my opportunities for development and growth? How do they handle money and what's the transparency?

Stanford | Surgery

Stanford HEALTH CARE

#### **Academic Questions**

- What is commitment to the 3 missions (care, research and education) and how does that fit with my needs?
- How do I fit in?
- How can I contribute?
- How will I be mentored initially and then how will I be transitioned to independence (both clinically and academically)
- What is role/status of Trauma/ACS in the Dept and Hospital?







#### **Private Practice Models**

- Usually in community level II TCs
- Is this an employed or contract based model?
- Who runs the service and makes decisions?
- Is this a "trauma only" job?
  - Can I do general surgery?
  - Emergency and Elective
  - Who does Critical Care in the hospital?
- What is the hospital's commitment to the Trauma Program?







#### **Practice Model**

- There is every kind of variation out there
- The challenge is to find the one that best fits your needs
  - It will not be a perfect fit
  - So, what are your core values or "must haves" that you need to be happy
  - Everything else is negotiable
- This really gets back to knowing yourself and what's important to you







# CONTRACT ALISON WILSON, MD, FACS PROFESSOR SKEWE'S FAMILY CHAIR IN TRAUMA SURGERY Director, WVU Critical Care and Trauma Institute Chief, Trauma, Acute Care Surgery, Critical Care



West Virginia University

# **FIRST JOB**

- Want it to be fair
- Want to have reasonable assurances
- Want what is market
- Don't want to be viewed as needy
- Don't want to be pushy or arrogant
- Don't want to be petty
- Don't want your new boss to think you are a pain in gluteus maximus



# **OFFER LETTERS**

- Offer Letters Common in academics
  - Detail your rank, division
  - Salary, rvu targets (aka your productivity)
  - May have other details
    - Bonus
  - Often vague
  - IF BOTH PARTIES SIGN THEN IT IS LEGALLY BINDING AS A CONTRACT

# **CONTRACTS**

- Contract
  - Highly variable in amount of detail
  - Legally binding
  - If either party breaks, can sue for damages
- Can Terminate for Breach
  - Can Sue for \$ lost



# **CONSEQUENCES IF YOU BREAK BEFORE START**



- A. Nothing
- B. You promised you would be there to care for patients you can be liable for lost revenue from initial start date to when new person starts
- C. You can be liable for costs to recruit new provider
  - RecruitmentRelocationLost Wages



# **RESTRICTIVE COVENANT**



- If you leave the employer, you cannot work within a certain distance for a certain period of time
- Legal: 30 miles for 3 years judged reasonable
- You break it
  - Can be sued
  - Injunction (you are legally stopped) vs Damages (you pay \$)
- Ways around it
  - Buy out
    - You
    - New Employer

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### **NO SOLICITATION PROVISION**

- Common
- Pre-set amount of time (months/years) after you leave employment
- You cannot recruit or take the following:
  - Employees
  - Support Staff
  - Patients
  - Company Assets (Technology)





# **NON-COMPETE CLAUSE**

- If you leave the employer
- You will <u>not</u> be employed, work or consult within certain radius and time
  - Physical
  - Intellectual Property
  - Expands beyond Restrictive Covenant
  - No Consulting Company





# EMPLOYEED vs INDEPENDENT CONTRACTOR



#### • INDEPENDENT CONTRACTOR

- You provide a service for a designated amount of \$.
- That amt \$ is what you will be paid
- From that \$, **YOU** pay malpractice, retirement, expenses
- You are responsible for tax withholding

#### • EMPLOYEED

- Employer withholds for taxes
- Pays into retirement
- Pays malpractice



# **MALPRACTICE COVERAGE**

- Occurrence
  - Covers any event that occurred while you were employed no matter when the claim is made
- Claims Made
  - Covers all claims that are made during your employment
  - Does not cover claims submitted after you leave employment even if the event happened during your employment
  - To be covered you need a "TAIL"
    - Clarify who pays for this: you, old employer, new employer
  - Can be very expensive
  - Very big deal w kids, pregnant women





# **VACATION TIME**

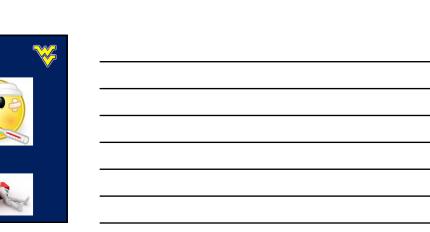
- How does time accrue?
- What is the rate?
- Is there a cap?
- If you cap, is there a cash out or do you just lose it?
- Coverage?
  - Esp. impt in rural settings or if you will be solo provider?
  - Are you responsible for finding coverage?
  - Do you have to pay for locem?



# **SICK TIME**

- How does it accrue?
- How is maternity/paternity treated?
- Sick time or PDO?
- Coverage?
  - Do you have to find/pay?
  - What happens in catastrophic illness/injury?
    - Salary Cut?
    - Job Loss?
    - Make up rvu later?





# **DISABILITY INSURANCE**



- What is the coverage?
- When does it kick in?
- Who pays for it?
- How does policy define "disabled"?
  - No longer can do your current job but still can do physician job?
  - No longer can work at all
- What are benefits?
  - Pays to keep at your current salary, comparable salary in your specialty or any physician salary?

# **CME**



- Do you get CME time or use vacation time?
- •What is \$ allotment?
- Is that for CME only or is it for ALL Dues, Subscriptions, license, DEA?
- Do they pay up front or reimburse?
  - If reimbursed, is that taxed?





# SIGN ON BONUSES and START UP STIPENDS

- How much \$ and over what time?
- What is the time of commitment?
  - Common 1-5 years
- What happens with shortfalls?
  - How are they calculated?
  - Do they roll over quarter to quarter?
  - Based on Charges or Receipts?
- Penalties if you leave early?
  - Actual \$ or \$ plus interest





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# **SALARY**

- W
- <u>Traditional:</u> Based on institution, academic rank
  - Increases based on increase in rank, grants, institutional increases
- Productivity Benchmarks
  - Which system? MGMA vs AAMC
  - Percentile?
  - Balance of productivity targets and salary targets
  - Must maintain a minimum to maintain salary
  - "Withholds" vs Bonus

# **SALARY**



- Time allotment tied to various mission and salary
- Example
- You are 1.0 FTE apt
  - Assigned .8 clinical rvu target is .8 (productivity benchmark target)
  - Base salary is .8 (benchmark median salary for your specialty/region)
- Benchmarks
  - MGMA: Private Practice and Academic no account for rank
  - AAMC: Academic rank, division chief, chair

# HOW IS YOUR OTHER TIME TREATED?



- Research time Grants required?
- Education value or reward for this? Is time allotted for this?
  - Can you get bonuses for excellence in this area?
- Service to Dept and/or School
  - Trauma Director, ICU Director, Division Chief
- Other Academic Missions?

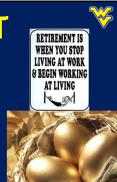
# **BONUS/INCENTIVES**

- Different eligibility: pure clinical vs clinical, education, service, research
- Highly variable
  - Only pay out if entire institution is profitable
  - Only pay out if entire department is profitable
  - Pay out if you exceed targets
- Flat Rate set amt depending on funds available
- % weighted on key area
- Step Up ↑ amt w ↑ productivity



# **RETIREMENT**

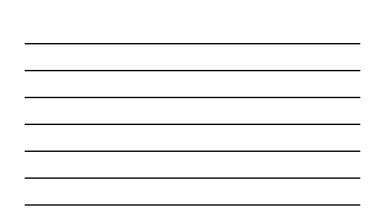
- •Pension Rare
- Retirement Fund
  - Contribution
  - Matching
  - Mandatory Matching



# **SUMMARY**

- Complex, binding, one shot
- Diligent without being paranoid
- Ask guestions
- Know the standards/benchmarks used to assess you
- Proof of Fairness vs Trust You have to know yourself
- Substantial Variability
- Get help if you don't understand it







### **Expectations and Measure of Work**

Bridging the Gap: A Fellow's Workshop EAST Annual Scientific Assembly 2017

Andrew C. Bernard, MD
Professor and Chief, Section on Trauma and Acute Care Surgery
Paul A. Kearney MD Endowed Chair in Trauma Surgery
UK College of Medicine and UK HealthCare
Lexington

east

@bernardtrauma

### **Overview**

- 1. Clinical service
- 2. Teaching
- 3. Scholarly activity
- 4. Administration
- 5. Research
- 6. Soft measures

"The majority of performing well is showing up and doing your job."



Kimberly Davis, EAST President

### **Clinical Service**

- 1. Satisfactory peer and supervisory reviews (competency)
- 2. LOS
- 3. Mortality
- 4. Resource consumption
  - 1. Instruments
  - 2. Labs
  - 3. Radiology
  - 4. Staff (clinic/office)
- 5. Collaborative partnerships
- 6. Reviews by referring physicians
- 7. Patient satisfaction surveys
- 8. RVU's





### **RVU's**

- Relative Value Unit
- Unit of 'clinical work'
- Examples:
  - 99223 (Initial H&P)- 99291 (30-min crit care)4.5
  - Splenectomy
     19.6

     Lap CCY
     10.5

     SBR
     20.8
- What will you need to produce?
  - Approx 8000 (based on FULL TIME)
  - 650/month

https://www.aapc.com/practice-management/rvu-calculator.aspx




# **Teaching**

- Direct teaching
  - Lectures
  - Workshops
  - Small group facilitation
  - Precepting
  - Demonstration of procedural skills
  - Facilitation of on-line courses
  - Structured mentoring
  - Advising activities
  - Developing new instructional or curricular materials

#### Teaching evaluations

- Residents
- Students

### **Scholarly Activity**

#### Home institution:

- Technology transfer internally or externally
- Protocol development
- Evidence-based development or revision of organizational policy
- Leadership or substantial role in quality improvement project that documents effectiveness or leads to improved processes, clinical care, or outcomes
- Leadership role in the development or revision of evidence-based clinical practice procedures, guidelines, or treatment algorithms (e.g., order sets)

#### Program development

- Faculty development program development
- Expansion/initiation/development of clinical program

#### • Innovation

Patents

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# Scholarly Activity-Cont'd

- Leadership/expertise
  - Invited lectureships/giving grand rounds
  - Service as a board reviewer or writing board review questions
  - Evidence-based consultation to public officials at community, regional, state, or national venues
  - Extra-university leadership roles, presentations of scholarship at national forums
  - Active service on a regional or national committee or a board related to clinical care, education, or research
  - Leadership role in a local, regional, or national conference or in a multidisciplinary intramural conference on education or clinical care
- Research-related scholarship
  - substantial contribution to a local or national clinical trial
  - poster or oral presentation at a local, regional, or national meeting
- Obtaining funding
  - Intramural or extramural funding for a clinical or educational project

### Research

- 1. Funding
- 2. Writing, including:
  - Original research articles
  - Review articles
  - Case reports
  - Educational outcomes studies
  - Letters to the editor
  - Study guides
  - Textbook editing
  - Chapter authorship
  - Electronic dissemination (e.g. computer programs, videos, webbased)
- 3. Reviews by collaborators, peers and external reviewers indicating satisfactory performance

#### **Softer Measures**

- Attendance-Don't be a ghost.
- **Citizenship**-Striking a balance.
- Crowd appeal-It's (sometimes) all about the fans.





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# Summary of Performance Evaluation "Show up and do your job." \$ Clinical productivity foundation • More if in academics • Soft stuff is more important than you think.

# 2017 EAST Meeting Bridging the Gap Fellows Workshop Starting the Job Off Right Staying out of the Chair Office C. William Schwab, MD, FACS

# Packaging, selection process

- Curriculum Vitae (CV)
  - Prepare how you address the weaknesses honestly.
- Letters: Inquiry and references
   Technique or Etiquette
- Interviews...(3)
  - Take notes and schedule a post interview review session with yourself.
- Expectations ...clear and frank
- Redefining
  - Written, always written follow up.



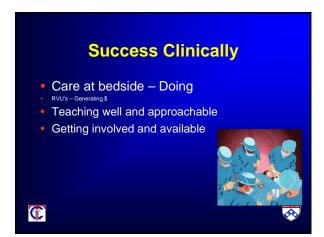
..YOU should have a good idea of what and how the "place "works........



# Staying out of the Chair's (Chief's) Office

- Good thing or bad thing.....???
- Good chief will know a great deal about you.....and you won't know it.
- Good chief shows up when least expected... (good thing)
- Good chief will find a way to visit you...
   "Roving is a critical skill of all leaders"







# Stalling in the Position Don't relate well to others Are self centered Don't inspire or build talent Are too narrow Don't deliver results

## **Fatal Flaws**

- Inability to learn from their mistakes
- Lack of core interpersonal skills
- Lack of openness to new ideas
- Lack of accountability
- Lack of initiative
- Lack of integrity





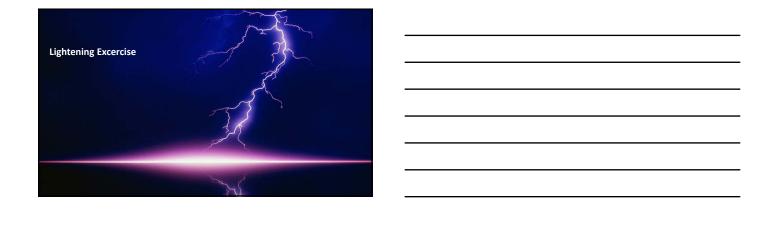
### **Success**

- Settle in and socialize
  - Take some time to experience the practice
- Ask for help
- Seek mentors, coaches and guides
  - "hey can you take a look?"
- Get involved (pace yourself)
  - Deliver on time (Quality not quantity)
- Understand there will be set backs
- Go to the Chief's office (at least once).

# **Exploiting your Niche: Developing a Professional Portfolio** MALA P.J. Schenarts, MD, FACS Vice Chair for Academic Affairs University of Nebraska Competency Develop a short and long-range plan for accomplishing professional goals. **Objectives** Articulate the relationship between your values, abilities, and motivations to your future career goals. Identify your current location on your career path and define your future goals. Develop a road map to your career goals. The Approach: Understand who you are. Understand where you are. Understand where you want to go.

Develop a road map.

• Execute the plan and document progression.



## Who are you?

Take **2 minutes** to write down an answer to the following questions:

### With respect to your future:

- What motivates you?
- What unique ability, skill or experience do you have?
- What unique value do you provide?

## Where are you now?

Take **2 minutes** and write down the responses to the following questions:

- Where are you today in your career?
- What skills or abilities are you currently improving to be more effective in your current role?
- What resources do you have that you're not using?

# Where do you want to be?

Take **2 minutes** to construct what you want your *Curriculum Vitae* look like in 5 years.

- Academic RankTitlesRoles & ResponsibilitiesCommittees

- Research & Scholarly Activities
  Regional & National Organizations



The classic concept of academic advancement was like a chair. You needed a different "leg" in domains of Clinical / Education / Research / Service



The "Chair" is broken. Be a mammal not a dinosaur

In the modern era the better concept is to develop a niche and exploit it in the areas of Clinical / Education / Research / Service





Take **2 Minutes** and write down areas of synergy within your career interests

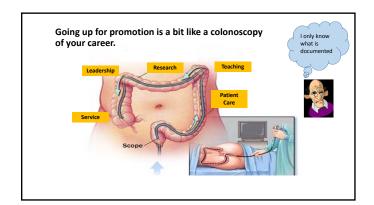


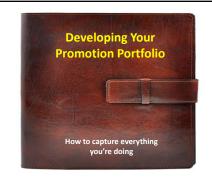
Gap Analysis (3 minutes):	Gap A	Analy	ysis (	(3 m	inutes)	):
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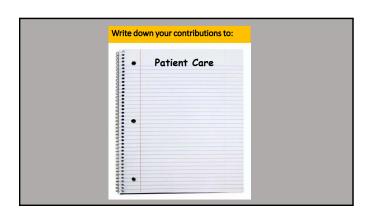
- What resources do you need ?
- What skills do you need to develop?
- What activities are you doing that are in alignment with your goal?
- For activities that are not in alignment with your goal; why are you doing them?
- Who is your mentor ?

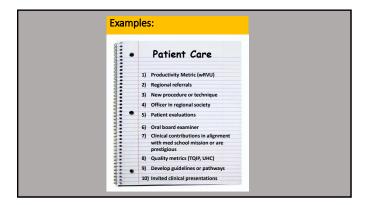
# Developing a Road Map (1 min):

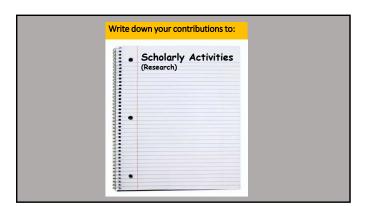
- What are the 3 next steps you are going to take?
- How are you going to document your progress ?

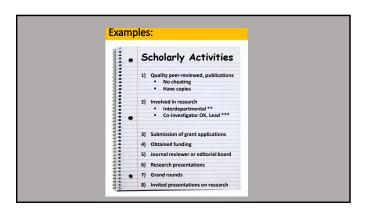


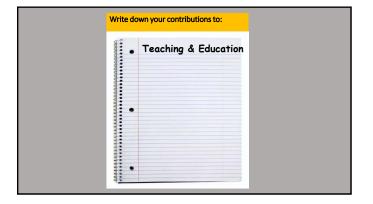


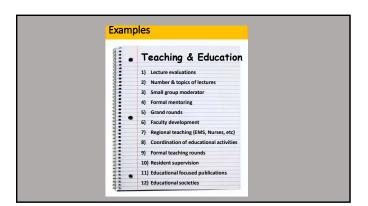




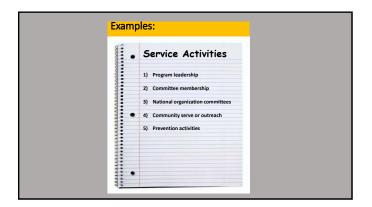
















# How do I really do it: Every lecture handout Every evaluation Every wRVU Every magazine article Every thank you card DON'T Mess with my promotion box

### Save Everything:

### How do I really do it:

Spencer Schenarts (Number 99) getting the team's first fumble of the session.

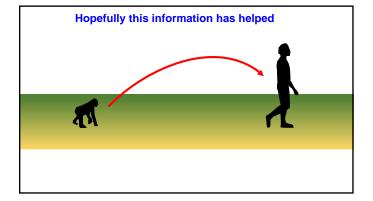
Don't submit this for promotion !!

Do look at the bottom right of my computer desktop !!



# Make your CV a living document: Update every two weeks, Capture everything you are really doing If you are planning on going back, you'll miss stuff





# STARTING THE JOB OFF RIGHT: ADVANCING YOUR CAREER

(AKA TALES FROM THE CRYPT)

BRIDGING THE GAP: A FELLOW'S WORKSHOP EAST 2017

RONALD I. GROSS, MD, FACS Chief, Division of Trauma, Acute Care Surgery & Surgical Critical Care Baystate Medical Center Associate Professor of Surgery UMMS-Baystate Medical School





# **DISCLOSURES**

- I would have done a whole lotta things differently
- I am thankful for many mentors over the years
- The most important thing they taught me was how to listen
  - There is a reason why we have two ears and one mouth!!





# THE DOWN AND DIRTY

- Remember the "Three A's"
  - And remember the *real* order they come in!
- Never give up an opportunity to go to the OR
- Never give up an opportunity to ask for help
- Don't be afraid to learn new techniques and technologies – from your senior AND younger partners





# THE DOWN AND DIRTY

- Never be afraid to step forward to help
- If you offer, DELIVER
- Remember that you are not alone
  - Succeed with and not in spite of people
  - Collaborate whenever possible
  - Give more credit than you take





# BE THE PERSON YOU WANT TAKING CARE OF YOU

- Take ownership of your patients and their families
- Take ownership of your responsibilities
  - Clinical
  - Administrative
- Get involved in your community
  - Medical
  - Civic





# WORK TO MAKE A DIFFERENCE: PEOPLE WILL TAKE NOTICE

- Advocate for your patients
- Advocate for your colleagues
- Get involved in your state ACS chapter
- Get involved in your state COT chapter





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AND ONE LAST KEY POINT	
DON'T EVER PISS OFF	
THE BOSS!!	
Baystate Health	