



Optimization of PM&R Residency Interviews During COVID Pandemic

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Plan:

In the setting of the COVID pandemic, the 2020 recruitment season will be like no other. The ACGME's virtual interview mandate will impact residency programs throughout the country¹. The MCW PM&R department saw this as an opportunity to review our recruitment plan to maximize the faculty and candidate experience.

Do:

1) Determine faculty level of comfort and identify faculty concerns regarding 2020 virtual recruitment

- Develop and administer pre and post-recruitment survey to all faculty

2) Establish group of core recruitment faculty

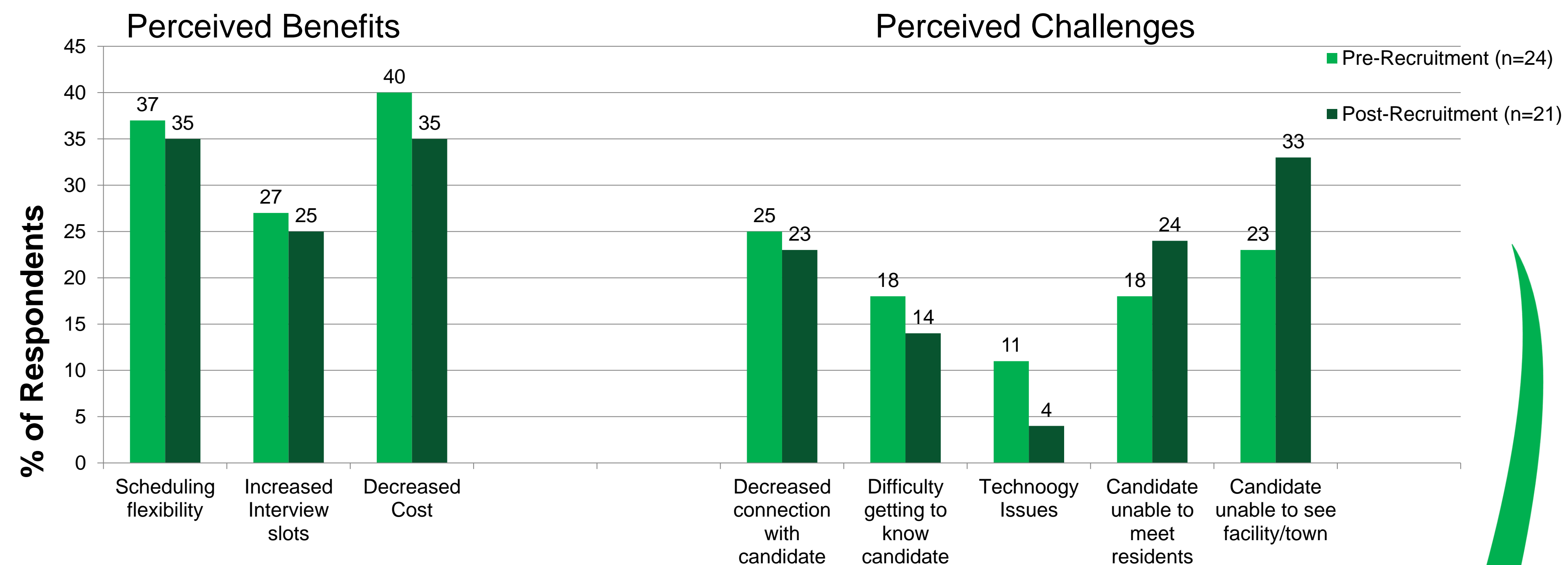
- Assess faculty interest and experience

3) Update candidate screening/ interview process

- Review literature regarding interview best practices
- Applicant screen: Team determined areas of importance: Journey, PM&R Rotation experience/performance, team work, experience with URM, LOR strength
- Faculty champion throughout the process (screen/interview)
- Addition of structured behavioral questions (STAR)
- Resident run "social" the night before
- Resident created video tour of campus and facilities

Study:

Pre vs Post Virtual Interview Faculty Responses



Efficacy of candidate screening/ interview process

- 100% of respondents would recommend a role for virtual interviews in future recruitment seasons
- 71% Felt the new candidate screening process was effective
- 85% Felt the new structured behavioral questions were effective
- 71% Prefer in-person interviews

Act:

- Continue to refine candidate screening process
- Complete anti-bias training for core recruitment faculty
- Design 2020 recruitment plan with role for virtual and in person interviews (possible 2nd look visit)