



VIRTUAL VIEW

An Online Experience for Programs and
Prospective Applicants

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Overview



- Background
- Goals and Objectives of Virtual View
- Experience Summary
- Format of the Experience
- Experience Evaluation
- Lessons Learned
- Future Applications

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Background



- The Pandemic: National State of Emergency declared on 13 March, in response to COVID-19
 - Department of Defense issues Travel Ban
 - Most US medical schools cancel/postpone clinical rotations in the following 1-2 weeks
- Audition Rotations (or Sub-internships) canceled or severely limited
 - A vital experience for 4th year medical students to connect with residency programs
 - An important experience in building rank lists for Match 2021

Goals and Objectives of Virtual View



To facilitate better informed decisions by 4th year medical students regarding audition rotations and rank lists.



Objectives

- To digitally display (Internet-enabled) the local residency culture, program values, and individual resident experience without travel risks.
- To establish relationships with students who are limited in their travel opportunities.
- To showcase the scope and practice of Family Medicine (FM) at a crucial time in medical student's career decisions.
- To address prospective applicants' individual questions and concerns regarding Family Medicine and education at the program.
- To increase positive attitudes toward Family Medicine as a discipline.
- To increase understanding of the scope and practice of Family Medicine.
- To enhance student perception of the academic rigor of Family Medicine.
- To reduce decisional conflict for prospective applicants regarding their residency rank list



Experience Summary

The internet-based experience includes a series of two encounters with medical students:

- 1) a one-on-one session to talk with an Eglin FM Resident about the Family Medicine experience
- 2) a group video tour to show prospective applicants residency site areas of interest and talk with the resident host and other participants



Format of the Experience - Logistics

- Contacting rising 4th year students (class of 2021)
 - Medical Student Clerkship Director
 - Facebook Group for students
 - Uniformed Services University FAM Department
- Sign-up
 - Google Sheets (spreadsheet stored in the cloud, remotely accessible and editable), link shared via email and Facebook
 - Times available for sign-up in half-day blocks



Format of the Experience - Logistics

- Resident individually contacts student using sign-up sheet info to arrange the one-on-one call, typically via SMS texting
- After the one-on-one session, the resident conducting the session will communicate the student participant's upcoming availability and preferred video chatting platform (ie, Skype, Zoom, FaceTime) to the resident hosting group video tours



Format of the Experience - Logistics

- Resident hosting video tours will then form the groups and arrange the times/platforms based on these preferences
- Students will be informed via SMS text messaging of their upcoming tour date and time. Each tour group consists of 2-8 total students
- Typically one video tour is available per day on the days these are offered



Format of the Experience - One-on-one Call

- Provides the prospective applicant with an opportunity to talk with an FM Resident about the Family Medicine experience and ask their specific questions about residency in general and questions specific to the program
- Individual phone calls. Average length: 15-25 minutes
- Common topics of discussion (see FAQs, Attachment 4)
 - Sports Medicine and OB curriculum
 - OMT/integrative medicine opportunities
 - Inpatient experience
 - Work hours/resident resiliency
 - See FAQ for additional common topics



Format of the Experience - Group Video Tours

- Conducted by the FM resident on their personal smartphone, using a video calling software of both parties' choice
- The group meeting format allows participants to see and talk with the resident host along with other student participants
- Using the smartphone's rear facing (main) camera, a tour is conducted showing prospective applicants areas of interest, modeled after residency tours provided to interviewees during the Match

Format of the Experience - Group Video Tours



Areas of interest to always include at Eglin Family Medicine Residency Program:

- Resident Room (desks, work space, sign-out area)
- FMR Conference Room (lectures and workshops, legacy wall)
- Meet with Med Student Coordinator
- Outpatient Entrance of Eglin Hospital (added on tour #2)

Areas of interest to include if patient privacy allows:

- Exam room example
- Procedure room (Vasectomies, derm procedures, Colposcopy/LEEP)
- NST room
- Outdoor 'Respiratory Symptoms' clinic (COVID response)
- SMART Clinic (Sports Med, OMT, Acupuncture, added on tour #2)

Experience Evaluation - Preliminary Data



- Connected with 32 students applying to FM residency in Fall 2020
 - 6 students had not previously considered our program
 - 29 students completed the entire Virtual View experience
- Reached prospective applicants from across the nation
 - At least 18 states represented
 - No travel costs or infectious risks of travel to students



Experience Evaluation

We plan to evaluate Virtual View in 2 steps:

- 1) Post-experience questionnaire soliciting feedback from students within 1 month of the experience (May 2020)
- 2) Decisional Conflict questionnaire to be conducted close to Military Match (Nov 2020)

Lessons Learned - Practical Tips from FM Residents



- Patient privacy concerns: Use the front facing (selfie) camera to protect the patients in potential line of sight, then reposition to a suitable location with an appropriate view that does not expose patients before switching back to the main camera.
- Zoom platform: Some school emails and cell phones will block Zoom meeting invites. Communicate with students to ensure they have the link prior to the meeting
- Skype platform: Doesn't always update accounts in real-time, making it difficult to find or call someone who's just created a new account

Lessons Learned - Feedback from Students



Positives:

- “It was great that [the residents] made themselves available”
- “I was able to ask specific questions”
- “Cool to see FM docs part in [the COVID response]”
- “I really appreciate how transparent the program has been despite the craziness [of COVID-19]...it was really nice to see that they care about us”
- “It was great to ask residents questions directly about residency life and Eglin specifically”

Areas for improvement:

- More information on didactics/lectures
- Would like to meet more faculty and residents
- Other areas of the facility to tour - ICU, wards, LND

Future Applications of Virtual View



- **Specialty choice decisions:** reach out to Fall MS3s as they are starting clerkships to better inform them about Family Medicine residency programs
- **Audition rotations/application decisions:** connect with Spring MS3s to inform their decisions on where to complete audition rotations and where to apply for residency
- **Interviews/Rank list decisions:** provide MS4 applicants with a genuine experience at the residency program through Virtual View to best inform their rank list.

Conclusion



- Beyond the current pandemic, physical barriers inherent in the audition rotation and interview process, such as monetary or travel limitations, can be minimized with our online experience.
- Virtual View provides a dramatically improved method for applicants and residency programs to *connect* in this new era of physical distancing and online networking.

Thank you!



**VIRTUAL
VIEW**