

LCC Session: First Impressions

CanMEDS Competency: Professional

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GOAL: *The purpose of this session is to consider what ‘professionalism’ truly is, and the impact of professional presentation in the pediatric setting. In particular, we’d like to focus on the current context where large parts of care are being provided virtually. We would also like to touch on how to model this, and guide junior trainees in these regards.*

PRE-SESSION MATERIALS

1. Introducing yourself – what’s in a name?

- REQUIRED: Families calling you by first name or last name: <https://www.medpagetoday.com/blogs/kevinmd/56354>
- OPTIONAL: What parents of paediatricians want – from *Clinical Pediatrics*: <http://journals.sagepub.com/doi/pdf/10.1177/0009922809333973>
- OPTIONAL: How others may introduce you - women vs. men – from *The Washington Post*: https://www.washingtonpost.com/national/health-science/why-are-female-doctors-introduced-by-first-name-while-men-are-called-doctor/2017/06/23/b790ddf2-4572-11e7-a196-a1bb629f64cb_story.html?utm_term=.b11cf3e27dff

2. COVID times... email and virtual visits

- REQUIRED: Hamilton Health Sciences Policy for email communications (page 60): <https://www.hamiltonhealthsciences.ca/wp-content/uploads/2019/03/Learner-Orientation-Handbook-Learners.pdf> * NOTE: ‘secure’ email addresses are your McMaster or HHS emails – Medportal addresses are NOT secure and should not be used to share patient information. See also – electronic email policy (only available within Citrix regarding how to send encrypted emails): http://policy.hhsc.ca/Site_Published/hhsc/document_render.aspx?documentRender.IdType=6&documentRender.GenericField=&documentRender.Id=92806
- REQUIRED: OTN videoconferencing etiquette: <https://support.otn.ca/sites/default/files/05-best-practice-guidelines.pdf>

3. Professional Attire:

- REQUIRED: Patient impressions – article from *The Atlantic*: <https://www.theatlantic.com/health/archive/2014/12/the-clothes-make-the-doctor/382866/>
- OPTIONAL: Reflections from a lawyer-in-training about ‘professional attire’ – Blog post: <https://pinklarkin.com/professional-look-like-thoughts-queer-almost-lawyer/>
- OPTIONAL: Systematic review of attire studies – from *BMJ Open*: <http://bmjopen.bmj.com/content/bmjopen/5/1/e006578.full.pdf>

4. *Scents:*

- Hamilton Health Sciences Policy for fragrance-restricted environment (page 41): <https://www.hamiltonhealthsciences.ca/wp-content/uploads/2019/03/Learner-Orientation-Handbook-Learners.pdf>

FACILITATOR GUIDE

We would like to encourage discussion about how the first impression that patients and families develop of health providers can influence their interactions. We'd like the residents to consider a wide variety of viewpoints and come to this issue with consideration. Please also encourage discussion about potential ways to model this and/or approach a junior trainee who is not appearing "professional".

Questions to Consider

1. Introductions

- How do you introduce yourself and why? Does context or continuity matter?
- Have you tried or watched different introduction styles, and what was the response?
- How would you respond to being introduced in a manner that you don't agree with?

2. COVID times

- *What are some of the struggles you can anticipate or have seen with virtual patient visits?*
- *Do you email or text information about patients? If so, which email address do you use? How do you ensure confidentiality is maintained?*

3. Professional Attire

- What dress choices are always unprofessional? How does context (hospital, clinic, ER, on-call) change what you would consider wearing?
- Does your age or gender influence what you'd consider appropriate?
- How would you approach a junior trainee in various situations (on-call, as ward junior, etc) who is not dressed 'appropriately'?
- How would you approach a parent who has made a comment about your attire or the attire of a member of your team? What if that was sexually suggestive or racially discriminatory? What would you say to that team member subsequently?

4. Scents

- How would you approach a junior trainee who was wearing heavy scents? What if this kept happening repeatedly?
- What about someone smelling of body odour?