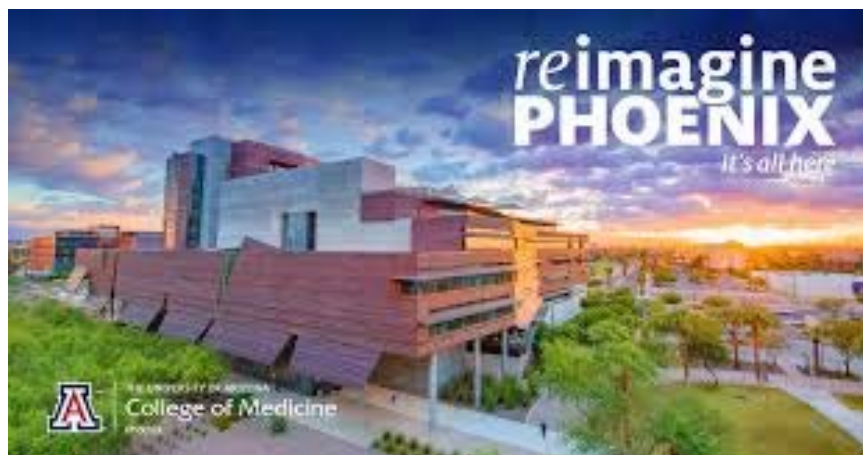


# Lessons Learned from Video Interviews for Residency Recruitment



Brenda Shinar, MD, FACP

Cheryl O'Malley, MD, FACP



# Disclosures

- Neither has relationships with any entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients.
- Dr. O'Malley writes questions for the ABIM Self Evaluation Program and today's talk does not contain any questions or content related to that work.



# Objectives

- Recognize the benefits of virtual interviews in terms of efficiency, consistency, adaptability, and cost-effectiveness.
- Anticipate and attempt to avoid the pitfalls that may be encountered with virtual interviews.
- Explain how to effectively highlight your program strengths digitally.
- Describe practical tips to implement when transitioning from an in-person to a virtual interview format.

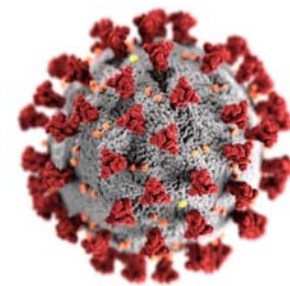






## Work Group on Medical Students in the Class of 2021 for Post Graduate Training Recommendations

1. Away Rotations Discouraged
- 2. *Virtual Interviews and Visits for ALL Applicants***
3. Delay the ERAS Opening for Programs and the Overall Residency Timeline
4. Transparent & Consistent General Communications



*Announced May 11, 2020*

# Our "Why" in 2017



Increased interviews needed



Excess cost: applicants/programs



Faculty burden

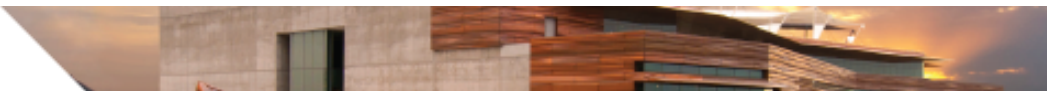


Resident burden



PD efforts duplicated





## Personnel Costs for IM Program Recruitment in 2009

| Cost Component                 | Median Cost All Programs<br>n= 270 |
|--------------------------------|------------------------------------|
| Program Director effort        | \$42,400                           |
| APD effort                     | \$52,022                           |
| Chief resident effort          | \$12,206                           |
| Administrative staff effort    | \$29,650                           |
| Dept. of Medicine Chair effort | \$369                              |
| Non personnel costs total      | \$5450                             |

**\$14,162 per Matched PGY1**

Brummond A, et al Resident recruitment costs: A national survey of internal medicine program directors, Am Journal Med 2013



# Non-Personnel Costs

| Internal Medicine<br>2009 | Family Medicine<br>2019 |
|---------------------------|-------------------------|
| \$5450                    | \$17,079                |

1. Brummond A, et al Resident recruitment costs: A national survey of internal medicine program directors, Am Journal Med 2013
2. Nilsen K, et al How Much Do Family Medicine Residency Programs Spend on Resident Recruitment? A CERA Study, Fam Med, 2019, May; 51(5):405-412



# Our Experience with Increased Applications

|                                      | 2017 | 2018 | 2019 | 2020 |
|--------------------------------------|------|------|------|------|
| # of applicants in NRMP              | 1938 | 2193 | 2534 | 2717 |
| # of applicants offered an interview | 322  | 397  | 314  | 315  |
| # who completed interviews           | 168  | 219  | 253  | 232  |

Pre

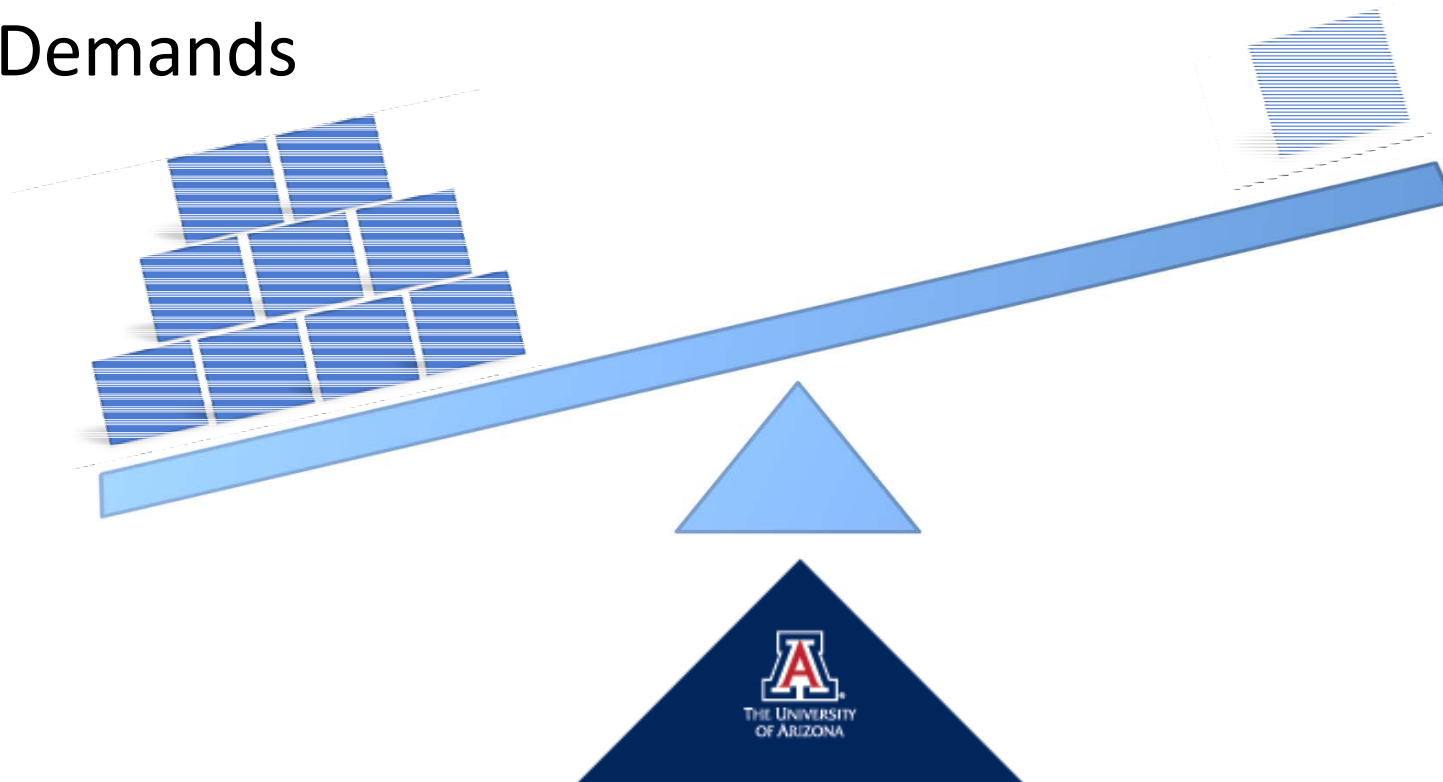
Virtual interview process














Demands

Resources



# SPLIT Interview & Visit Process

- Site Visit separated from interviews   
- Pre-interview preparation  
- Learn detailed program information through a dedicated website 
- Interviews done remotely via video ~~& phone~~   
- Timing flexible for each component (remote interview day & site visit)





# Key Components of Virtual Recruitment

1. Planning for interviews
2. Preparing for video interviews
3. Sharing program details via website
4. The virtual visit
5. Communication with applicants + logistics





# 1. Planning for Interviews



# Key questions to answer when planning interviews

|  | Considerations  |
|--|---|
| A. Number of interviews per applicant and how long each?     | Standards in specialty<br>How many do applicants need to meet with to get a feel for the program<br>How long does the interview need to be to achieve its goal?   |
| B. Who will interview and how many can they do per session*? | Who will be best “ambassador” for the program?<br>Who can be trained to produce reliable scores?<br>If the PD won’t be an interviewer, how will they get to know them?<br>After how many interviews will your interviewer become fatigued?<br>Will you do group interviews? |
| C. Number of applicants to interview?                        | Ranks to fill last year (NRMP report), program size increase, other changes   |
| D. Total number of interview sessions* needed                | This might lead to a need to adjust your plans for A-C if the number is too high.   |

# Our planning decisions

|  | Considerations  | UA COM-P IM  |
|--|---|--|
| A. Number of interviews per applicant and how long each?     | Standards in specialty<br>How many do applicants need to meet with to get a feel for the program<br>How long does the interview need to be to achieve its goal?   | <b>2</b><br><br><b>10 &amp; 25 minutes</b>                                     |
| B. Who will interview and how many can they do per session*? | Who will be best “ambassador” for the program?<br>Who can be trained to produce reliable scores?<br>If the PD won’t be an interviewer, how will they get to know them?<br>After how many interviews will your interviewer become fatigued?<br>Will you do group interviews? | <b>PD and APD (7)</b><br><b>4 per session</b><br><br><b>No group interview</b> |
| C. Number of applicants to interview?                        | Ranks to fill last year (NRMP report), program size increase, other changes   | <b>240</b>   |
| D. Total number of interview sessions* needed                | This might lead to a need to adjust your plans for A-C if the number is too high.   | <b>60</b>  |

Session\*= day or ½ day

# The Categorical Video Interview Plan

- PD 10 minute
- APD 25 minutes
- 4 applicants per ½ day



Prog Dir

**Total time: 1 hour**

Applicant 1: 10 min

Applicant 2: 10 min

Applicant 3: 10 min

Applicant 4: 10 min



APD

**Total time: 2 hour**

Applicant 1: 25 min

Applicant 2: 25 min

Applicant 3: 25 min

Applicant 4: 25 min



# The Categorical Video Interview Plan



Prog Dir

**Total time: 1 hour**

Applicant 1: 10 min

Applicant 2: 10 min

Applicant 3: 10 min

Applicant 4: 10 min



APD

**Total time: 2 hour**

Applicant 1: 25 min

Applicant 2: 25 min

Applicant 3: 25 min

Applicant 4: 25 min

|       |   |
|-------|---|
| 8 AM  | Applicants review website independently |
| 9 AM  | PD applicant interviews 1-4             |
| 10 AM | APD applicant interviews 1-4            |
| 11 AM |   |
| 12 PM |   |

Interviews in either order

4 applicants per half day

|      |   |
|------|---|
| 1 PM | Applicants review website independently |
| 2 PM | APD applicant interviews 1-4            |
| 3 PM |   |
| 4 PM | PD applicant interviews 1-4             |
| 5 PM |   |



# The Preliminary Video Interview Plan

- Two faculty members  
3 applicants per day;  
30 minutes for each interview

## Faculty A

- 10-10:30 Applicant 1
- 10:30-11 Applicant 2
- 11-11:30 Applicant 3

## Faculty B

- 10-10:30 Applicant 3
- 10:30-11 Applicant 1
- 11-11:30 Applicant 2



Faculty A



Faculty B



Applicant 1, 2, and 3

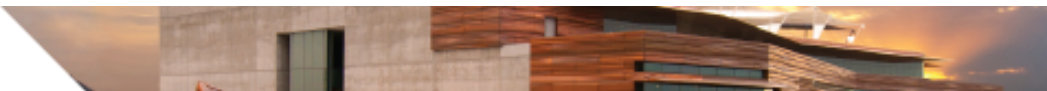




# Create the Interview Schedule

- Determine dates for session availability Oct-Jan
- APDs indicated availability on each of those half days
- Outlook calendar “holds” sent to PD & APDs for the dates they signed up for (1-hr or 2-hr block)





## Compendium of Resources for the Implementation of Recommendations

**Table D. Mitigation Strategies for Programs Moving to Virtual Interviews**

| Impacts for Programs   | Possible Mitigation  |
|--|--|
| The programs will need to be able to collect the information they need via virtual interviews to fully evaluate applicants.  | <ul style="list-style-type: none"><li>• Develop a protocol for interviews that may include group interviews or more structured interviews that have an evidence base of predictive value for identifying applicants who will succeed in the program.</li><li>• Conduct all interviews (even those of local applicants) in the same manner.</li></ul> |
| Programs may have a better understanding of the capabilities of applicants from their own medical school than of applicants they can only interact with virtually. | Commit to one standardized process for all applicants for the entire recruitment and use that process consistently.  |

[https://www.aamc.org/system/files/2020-05/covid19\\_Compendium\\_Resources\\_05112020.pdf](https://www.aamc.org/system/files/2020-05/covid19_Compendium_Resources_05112020.pdf)





## 2. Preparing for the Virtual interview



# Video interviews outside of medicine

- Higher agreement among raters
- Applicants receive lower scores
- Applicants have less positive reactions

1. Van Iddekinge CH, et al. Comparing the psychometric characteristics of ratings of face-to-face and videotaped structured interviews. *Int J Sel Assess*. 2006;14:347-359.
2. Blacksmith N, et al. Technology in the employment interview: A meta-analysis and future research agenda. *Pers Assess Decis*. 2016;2(1):Article 2.
3. Wegge, J. Communication via videoconference: Emotional and cognitive consequences of affective personality dispositions, seeing one's own picture, and disturbing events. *Human-Computer Interaction*, 21(3), 273-318.



# The Video Interview: ZOOM video conference

- Create individualized meeting rooms for PD & APD's made it easy to send link
  - <https://uahs.zoom.us.my/cherylomalleymd>
- Waiting room with personalized message
- “Doorbell” to indicate when next applicant in waiting room



# Faculty Development for Consistency

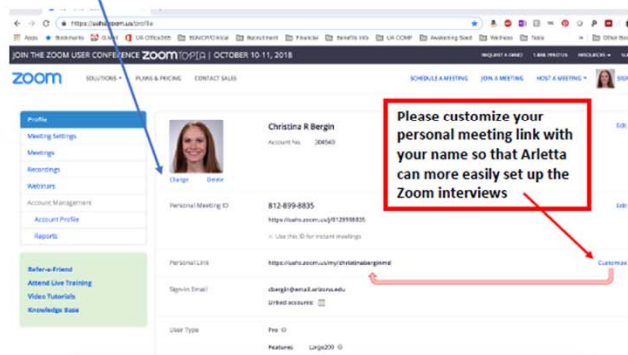
## Zoom Instructions:

To setup access for an account, simply proceed to <https://uahs.zoom.us/> and click "Sign In" at the top right corner. You will then be asked to login with your UA NetID/Password and directed to your main profile page.

At this point, you have successfully completed the registration process and you may begin using your Zoom account immediately.

Here is your **Main Profile Page**.

Feel free to customize your photo if you'd like by uploading one.



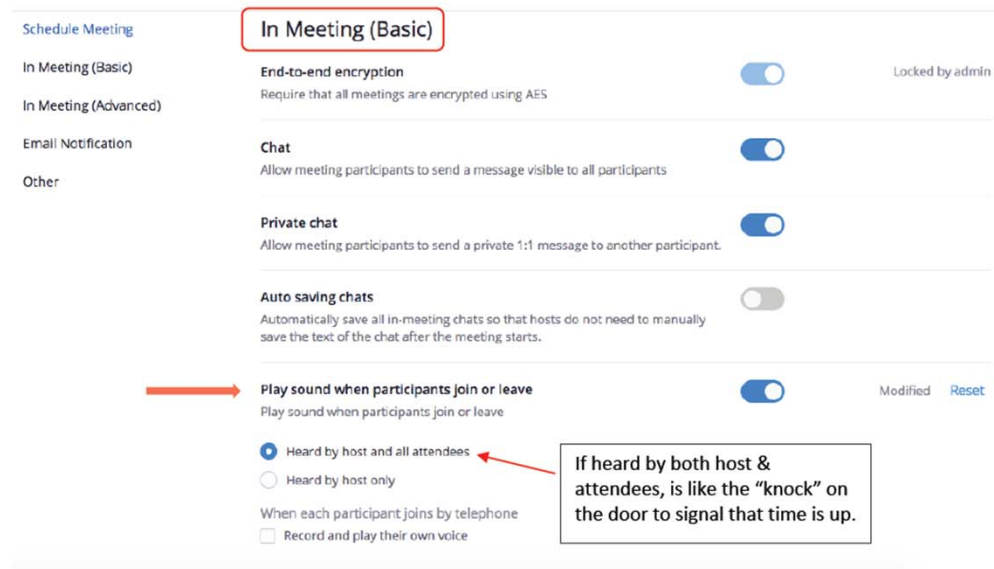
Close-up of how to customize your personal meeting link:

<https://uahs.zoom.us/my/christinaberginmd>

[Customize](#)

Scroll down a little until you get to: **"Play Sound When Participants Join or Leave"**.

Make sure this is on, and heard by **Host and All Attendees**



# The Video Interview: ZOOM video conference



- Practice calls with faculty



- Computer or mobile app



# Pre-Interview Preparation



- Supplemental information form



- Interview - more targeted discussion

|  |  |
|--|--|
| First Name   | Sally  |
| Last Name  | Southwestern   |
| AAMC ID Number   | 87654321   |
| What are your current career plans?Note: This will only be used to help frame some of the discussion for your interviews and aspects of the program that we individually highlight for you.                                      | I want it all - clinical practice, ability to teach. First and foremost, I want to be a physician. At the moment I am interested in Internal Medicine and am looking for procedures and the heart.. I want to become an interventional cardiologist. I have found significant enjoyment in what better place to identify myself as a patient bedside? My own journey and willingness to invest in me and my ability to give that back to others. |
| What ties do you have to AZ and Phoenix?For example: Family in the Phoenix area / Lived here in the past / Have heard great things about the program / Looking for something totally new!  | My Aunt and Uncle currently live in a home in Scottsdale that they have owned for over 20 years. In addition to that, I am SO excited about the opportunity to move here, I am SO excited about the opportunity to move to central Illinois/Indiana to a place that maintains a somewhat midwestern feel more than a mere three years ago.   |
| We know that the selection of your future residency program will include many variables. However, if you have specific interests that you would like to focus some time exploring during your interviews, please list them here: | -Procedures, QI involvement  |
| Have you done a rotation here in the past?   | Yes  |
| If you have done a rotation here, who were the residents and attendings you most worked with?  | Venkat Subramaniam, Iza / outstanding rotation experience in your program.   |
| Last Update  | 2019-01-10 07:22:28  |



# Pre-Interview Preparation



Score calculated  
Comments compiled



Entered into ERAS

Ready to make the  
most of interview time.

50% Complete

**College of Medicine Phoenix**

Thank you.

Please copy and paste the total "file score" shown below into ERAS under "scores" and copy and paste all of the comments below from your file review into a "note". You will have a separate score for your interview.

Total Score:  
155

Comment on rank:  
2nd Quartile

Comments from the core medicine rotation narrative or IM chair letter:  
Medical Student Ivan Innovator had excellent oral presentations; strong medical knowledge and application clinically. A very helpful member of the team. Actively engaged and interested on rounds. He is clearly reading independently and presented several teaching topics on rounds on his own initiative, without being instructed to. He actively sought out and incorporated feedback throughout the rotation. Ivan is functioning well above the level expected for early in his 3rd year. He out-performed the 4th year Sub-I on the team with him. I would love to work with him as a resident in the future, and hopes that he considers Internal Medicine as a possible career!

Sub internship comments:  
Ivan was a wonderful medical student to work with. He consistently carried 4-5 patients, knew their histories and active issues well, and was diligent in actively researching their disease processes and incorporating that knowledge into the plans that he presented on rounds. He was quickly made an integral member of the team and performed the duties of an acting intern well. Ivan sought out feedback from all members of the team and clearly used that feedback to further improve his interview and presentations skills throughout the month.

Awards:  
AOA (Alpha Omega Alpha-different than the American Osteopathic Association) Honor Society OR Gold Humanism  
Gold Humanism Honor Society

Comments on research / publications:  
Great research, Tons of amazing volunteering.

Comment if letters from BUMCP or VA faculty - who?  
Dr. Wonderful and Dr. Amazing both wrote him a letter, and both of whom thought he was brilliant, kind and would love to have him in our program.

Concerning factors:  
[pipe:22]  
[pipe:34]

<< Previous Submit

| Setup Program Messages(0) |            |           |               |
|---------------------------|------------|-----------|---------------|
| Status                    | Interviews | Reviewers | Communication |
| Attributes                | Notes      | Scores    |               |
| Composite Score - 346.64  |            |           |               |
| Score Type                | Score      | Weight    | Total         |
| USMLE Step 1              | 200        | x 0.13    | 26            |
| USMLE Step 2 CK           | 228        | x 0.38    | 86.64         |
| File score by APD         | 150        | x 1.00    | 150           |
| APD interview             | 24         | x 1.00    | 24            |
| Faculty interview         | 25         | x 1.00    | 25            |
| PD interview              | 30         | x 1.00    | 30            |
| worked with us            |            | x 1.00    |               |
| Concerns                  |            | x 1.00    |               |
| AVD                       | 5          | x 1.00    | 5             |
| Nice thank you            |            | x 1.00    |               |
| Board Scores              |            |           |               |
| Documents Scores          |            |           |               |
| Interview Scores          |            |           |               |
| Reviewer Scores           |            |           |               |
| Custom Score(s)           |            |           |               |
| Score Type                | Score      | Weight    | Total         |
| File score by APD         | 150        | x 1.00    | 150           |
| APD interview             | 24         | x 1.00    | 24            |
| Faculty interview         | 25         | x 1.00    | 25            |
| PD interview              | 30         | x 1.00    | 30            |



# Pre-Interview Preparation



- APD reviews file & scores it in Formsite



- Interview more high-yield

College of Medicine  
Phoenix

### Applicant File Scoring Sheet

Applicant Name \*  AAMC Number \*

Faculty Reviewer \*

Quality of their Medical school experience \*

- ☐ LCME accredited US medical school
- ☐ Osteopathic school with excellent clinical rotations including inpatient with residents
- ☐ Osteopathic school with average clinical rotations
- ☐ Foreign school with excellent US clinical rotations
- ☐ Foreign school with average clinical rotations

Rank Overall

Where did they fall in their class? How did they perform in comparison to their peers? This could mean that you list a class rank, summative dean's letter comments, individual course/clerkship grades compared to their peers, etc. \*

- ☐ top quarter/third
- ☐ middle
- ☐ 3rd quartile
- ☐ lowest possible

Comment on rank

Core medicine grade (review MSPE and Dept of IM chair letter here) \*

- ☐ Honors (or highest possible)
- ☐ High pass
- ☐ Pass

Letter 2 \*

- ☐ Superlatives or exemplary language "top 10% of medical students I've worked with"; "One of the best students..."; "carried the team", etc.
- ☐ Strong (some specific language, all good) Author clearly knows them (provides personal examples, states in what fashion they worked together)
- ☐ Average/very cursory, does not seem to know them all that well

Letter 3 \*

- ☐ Superlatives or exemplary language "top 10% of medical students I've worked with"; "One of the best students..."; "carried the team", etc.
- ☐ Strong (some specific language, all good) Author clearly knows them (provides personal examples, states in what fashion they worked together)
- ☐ Average/very cursory, does not seem to know them all that well

Comments about letter(s), including notation if a BUMCP or VA faculty wrote one

Personal Statement \*

- ☐ Outstanding (see A.A. PLUS story "grabs" you, significant hardships overcome, explains deficiencies)
- ☐ Above average (nice flow, good grammar, clear effort, explains appeal for medicine)
- ☐ Average (just OK, could not differentiate from others)
- ☐ Poor (mundane, unclear effort, does not explain things needed to be explained)

Comment on personal statement

Concerning Factors

- ☐ Transcripts : Are there any failures, repeats, or remediation of any courses?
- ☐ Dean's Letter review : Concerning comments in the clerkship narratives
- ☐ Any Gaps in Education due to any reason other than pursuing an additional degree (MBA, MPH, PhD) or any other red flags
- ☐ Questionable commitment to IM?
- ☐ Concerns noted in the Letters

Next >>



# Other Considerations

## Applicants

- Preparing for

## Faculty

- Prepare them for technical glitches (switch to audio only if needed or reschedule)

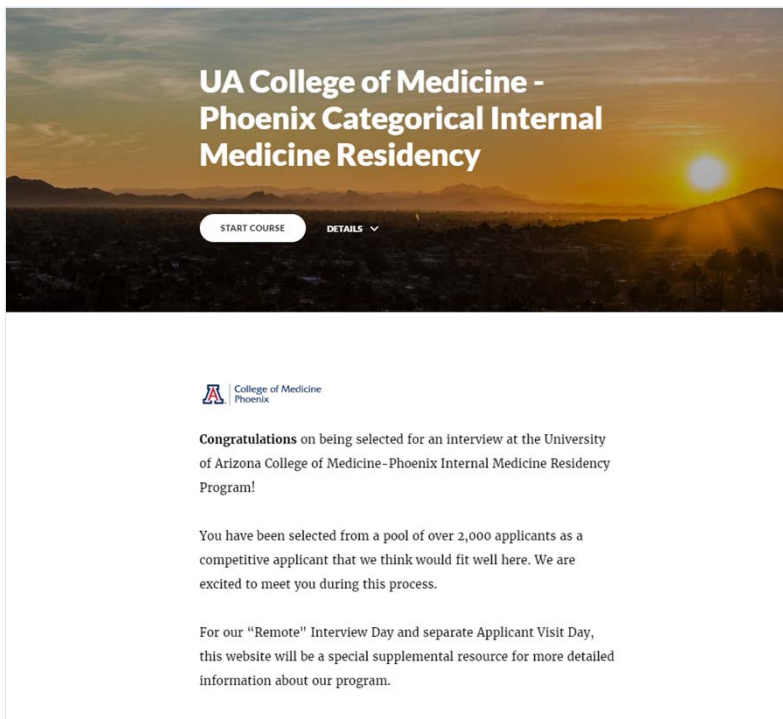




### 3. Sharing Program Details Via Website



# Learn detailed program info: dedicated website



**UA College of Medicine - Phoenix Categorical Internal Medicine Residency**

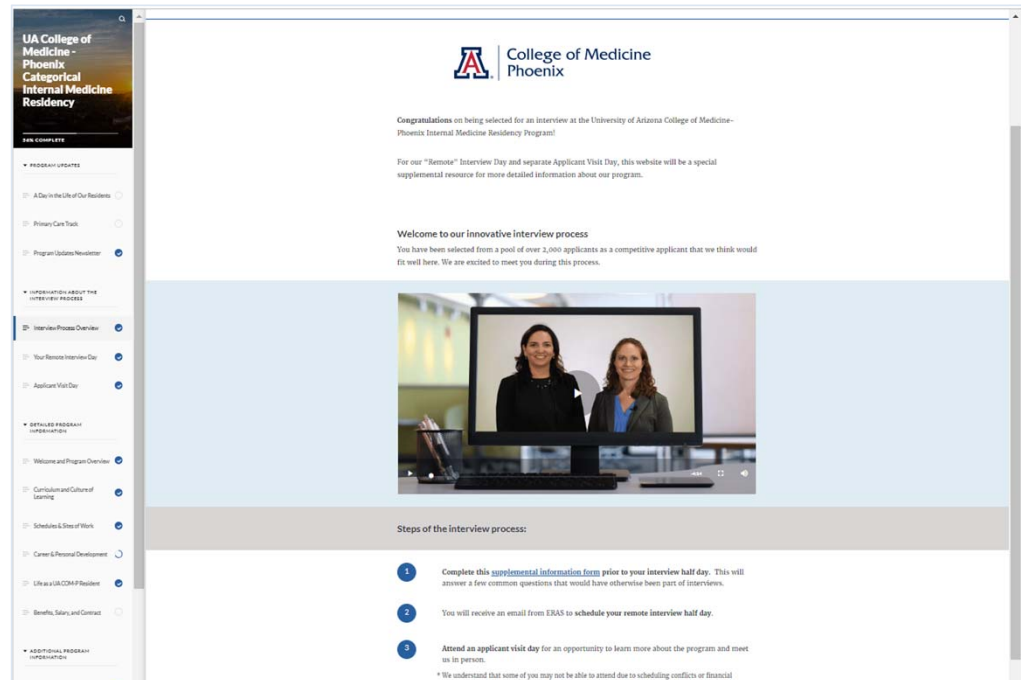
[START COURSE](#) [DETAILS](#)

**UA College of Medicine - Phoenix**

**Congratulations** on being selected for an interview at the University of Arizona College of Medicine-Phoenix Internal Medicine Residency Program!

You have been selected from a pool of over 2,000 applicants as a competitive applicant that we think would fit well here. We are excited to meet you during this process.

For our "Remote" Interview Day and separate Applicant Visit Day, this website will be a special supplemental resource for more detailed information about our program.



**UA College of Medicine - Phoenix Categorical Internal Medicine Residency**

**College of Medicine Phoenix**

Congratulations on being selected for an interview at the University of Arizona College of Medicine-Phoenix Internal Medicine Residency Program!

For our "Remote" Interview Day and separate Applicant Visit Day, this website will be a special supplemental resource for more detailed information about our program.

**Welcome to our innovative interview process**

You have been selected from a pool of over 2,000 applicants as a competitive applicant that we think would fit well here. We are excited to meet you during this process.

**Steps of the interview process:**

1. Complete this [supplemental information form](#) prior to your interview half day. This will answer a few common questions that would have otherwise been part of interviews.
2. You will receive an email from ERAS to schedule your remote interview half day.
3. Attend an applicant visit day for an opportunity to learn more about the program and meet us in person.

\* We understand that some of you may not be able to attend due to scheduling conflicts or financial



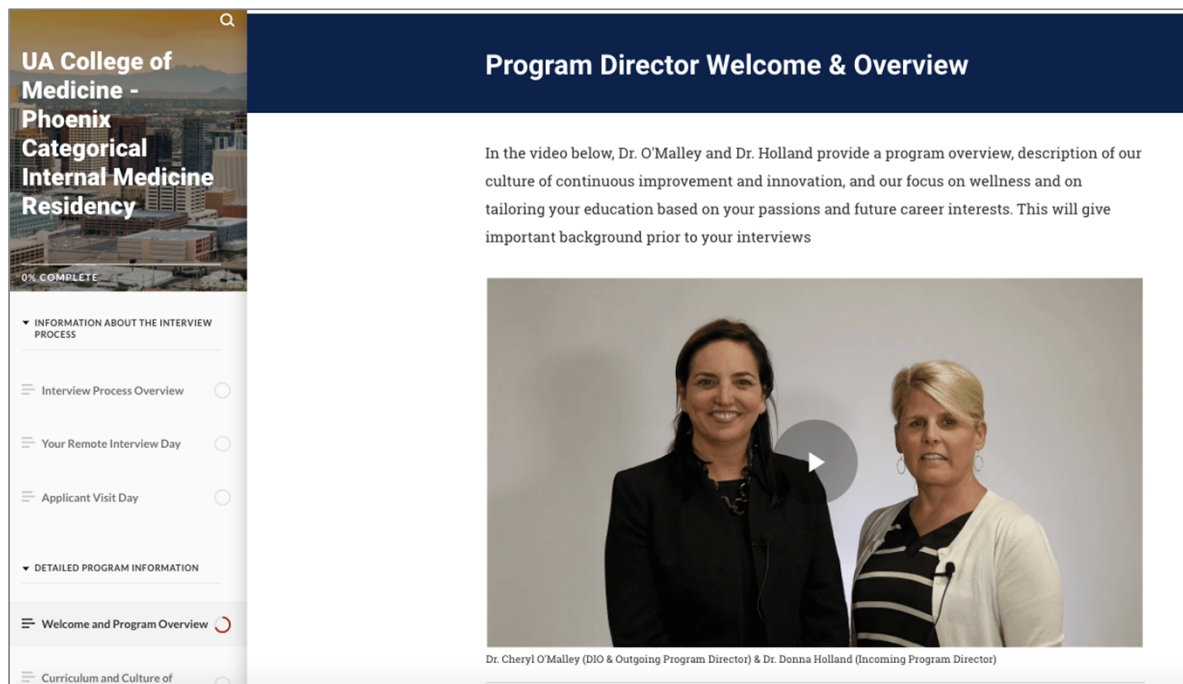
## Helpful Resources

[How to Look Good in Skype Interviews - Tips & Training \(YouTube\)](#)

[How to Join a Zoom Video Meeting \(YouTube\)](#)



# Invited Applicant Website



**UA College of Medicine - Phoenix Categorical Internal Medicine Residency**

0% COMPLETE

**Program Director Welcome & Overview**

In the video below, Dr. O'Malley and Dr. Holland provide a program overview, description of our culture of continuous improvement and innovation, and our focus on wellness and on tailoring your education based on your passions and future career interests. This will give important background prior to your interviews

Dr. Cheryl O'Malley (DIO & Outgoing Program Director) & Dr. Donna Holland (Incoming Program Director)

## Contents:

- Overview of interview & visit process
- Program overview
- Curriculum
  - Conferences
  - Research & Quality Improvement
  - Board Prep
- Resident Schedules, Clinical Sites
- Career & Personal Development
  - Mentoring
  - Career & Fellowship Prep
  - Wellness
  - Retreats, Resident Events
- Scholarly Activity
- Resident Life
- Benefits, Salary, Contract
- Residents as Teachers Prep
- Graduate Testimonials





# Separate Website for Preliminary Program



**Congratulations** on being selected for an interview at the University of Arizona College of Medicine-Phoenix Preliminary Medicine Internship!

For our “Remote” Interview Day and separate Applicant Visit Day, this website will be a special supplemental resource for more detailed information about our program.

## INFORMATION ABOUT THE INTERVIEW PROCESS

≡ Congratulations and Getting Started ○

≡ Applicant Visit Day ○

## DETAILED PROGRAM INFORMATION

≡ Program Overview ○

≡ Prelim Intern Perspective ○

≡ Scholarly Activity ○

≡ Curriculum and Culture of Learning ○

≡ Chair's Message ○



# Integrate material review into interview



Website: 60 min



Interview details for:

Applicant, Jane Doe , AAMC ID# 12345678

We are looking forward to your upcoming virtual interview half day on 01/29/2019 for the University of

We will be using Zoom for the video interviews, [follow this link for some basic instructions](#). If you need assistance in getting Zoom set up, email or call me to set up a practice zoom call. If that practice call is arranged, we will use the following Zoom link: <https://uahs.zoom.us/my/arlettaespinoza>.

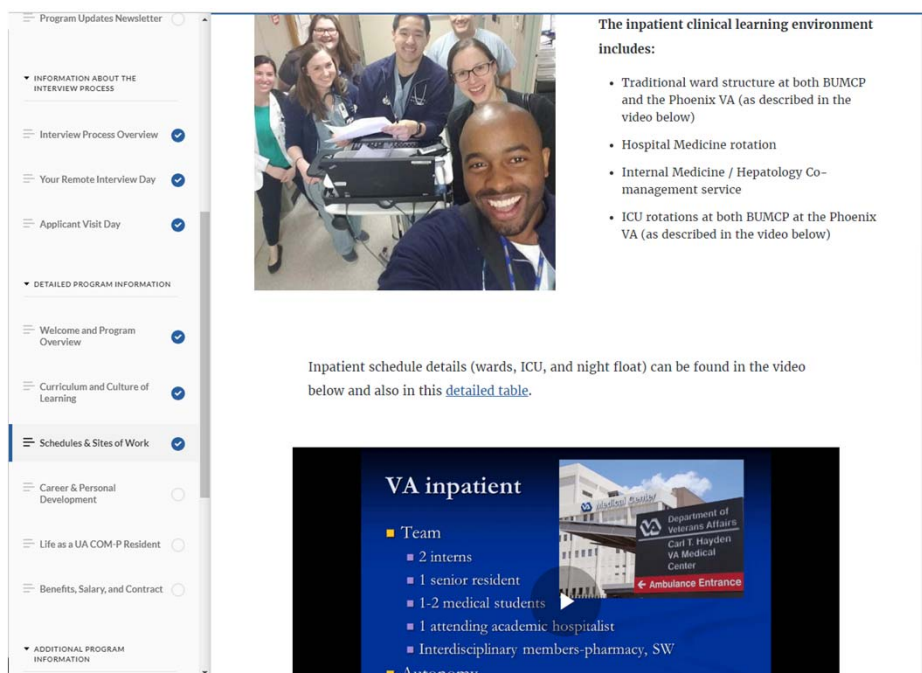
|  | Time       | Interviewer             | Link/instructions   |
|--|------------|-------------------------|---|
| Program Website Review                     | 12:30-1:30 | N/A                     | <a href="https://rise.articulate.com/share/TdRPdb7iB18qfZqZs6y3KxOmIXRm_zC7#/?k=13uxjc">https://rise.articulate.com/share/TdRPdb7iB18qfZqZs6y3KxOmIXRm_zC7#/?k=13uxjc</a> |
| Program Director Video Interview           | 1:30-1:40  | Dr. Cheryl O'Malley     | <a href="https://uahs.zoom.us/my/cherylomalleymd">https://uahs.zoom.us/my/cherylomalleymd</a>   |
| Associate Program Director Video Interview | 1:45-2:10  | Dr. Ruth FranksSnedecor | <a href="https://uahs.zoom.us/my/ruth.franksnedecor.md">https://uahs.zoom.us/my/ruth.franksnedecor.md</a>   |
| Faculty Telephone interview:               | 2:30-2:50  | Dr. Masood Kisana       | The faculty member will call you at the designated time at (808) 393-6370   |

We know that a visit to our program will give you much more information and encourage you to come to any of our [applicant visit days](#). The visit will allow you to meet with residents, tour Banner-University Medical Center Phoenix, and to develop a better sense of our strong academics, supportive culture and

University of Arizona College of Medicine - Phoenix  
Internal Medicine Residency Program  
602-839-3644



# Invited Applicant Website



## Benefits:

- Applicants can review at their own pace
- Can return to it as needed over time
- Built in time for review as part of their remote interview day
- Can add new information, program updates over time
- Frees up PD time for more personal interactions

# Our Invited Applicant Website

How:

- Platform: Rise/Articulate 360 (can use others to create website)
- Make it engaging, informative
- Videos of APDs, faculty, recent graduates
- No password but link was unique to applicants

## Fellowship Preparation & Graduate Testimonials

Based on your future career goals, explore the videos below to learn how the residency program prepares our graduates to enter into various subspecialties and careers.

### Hospital Medicine / Academic Medicine



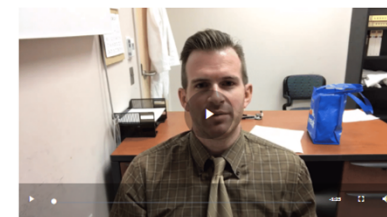
Dr. Dana Archibald  
Hospital Medicine, Banner - University Medical Center Phoenix (University of Arizona)

### General Internal Medicine



THE UNIVERSITY  
OF ARIZONA

### Hematology / Oncology



Dr. Nick Thomson  
Hematology / Oncology - University of Tennessee

### Infectious Disease



Dr. Erica Stoba  
Infectious Disease - University of Washington

### Gastroenterology



### ▼ ADDITIONAL PROGRAM INFORMATION

- ≡ Residents as Teachers Preparation ☐
- ≡ Additional Graduate Videos ☐
- ≡ Additional Curriculum & Board Prep Info ☐
- ≡ Additional Scholarly Activity Info ☐
- ≡ About UA College of Medicine - Phoenix ☐
- ≡ Living in Phoenix ☐

## Curriculum and Board Prep

Listen to Dr. Shinar describe our comprehensive and [innovative didactics](#) and ABIM [board preparation](#) program. This has resulted in a board pass rate of over 90% for the last 5 years.





### ▼ ADDITIONAL PROGRAM INFORMATION

≡ Residents as Teachers Preparation ☐

≡ Additional Graduate Videos ☐

≡ Additional Curriculum & Board Prep Info ☒

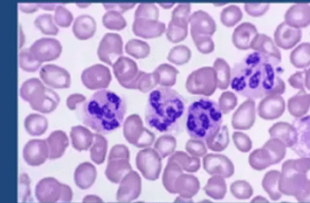
≡ Additional Scholarly Activity Info ☐

≡ About UA College of Medicine - Phoenix ☐

≡ Living in Phoenix ☐

## Diagnose Cobalamin Deficiency

- Laboratory findings:



Sample Excerpt from Monthly Test Review (Hematology)

[Sample Full Monthly Test Review \(Hematology\).](#)





## Internal Medicine Residency

### Residency Programs

#### INTERNAL MEDICINE

Who We Are

Program Highlights

Curriculum

Preliminary Medicine Internship Year

Primary Care Track

How to Apply

Contact



### News



[phenixmed.arizona.edu/im](http://phenixmed.arizona.edu/im)

The aim of the University of Arizona College of Medicine – Phoenix Internal Medicine Residency (formerly Banner – University Medical Center Phoenix) is to train the next generation of knowledgeable, compassionate and resilient physicians to provide high value care to our community in an area of clinical practice that they are passionate about, whether it is primary ambulatory care, hospital medicine, an internal medicine subspecialty or





## 4. The virtual visit

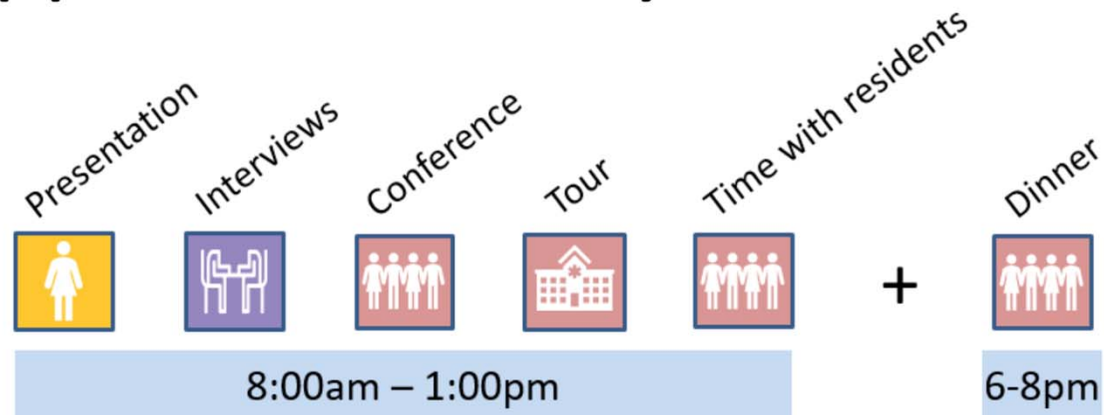
Reflect on your goals for this



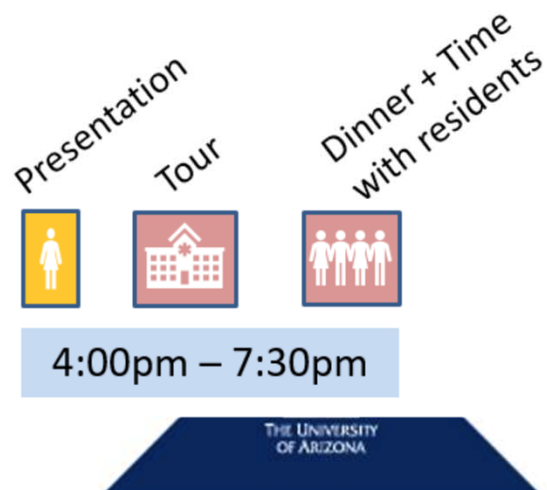


# Streamlined Applicant Visit Day

- Pre-intervention:

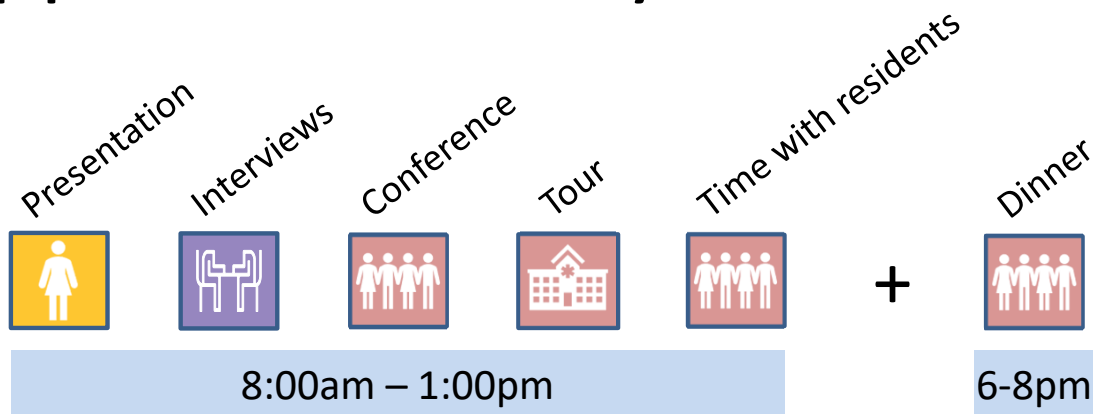


- SPLIT process:

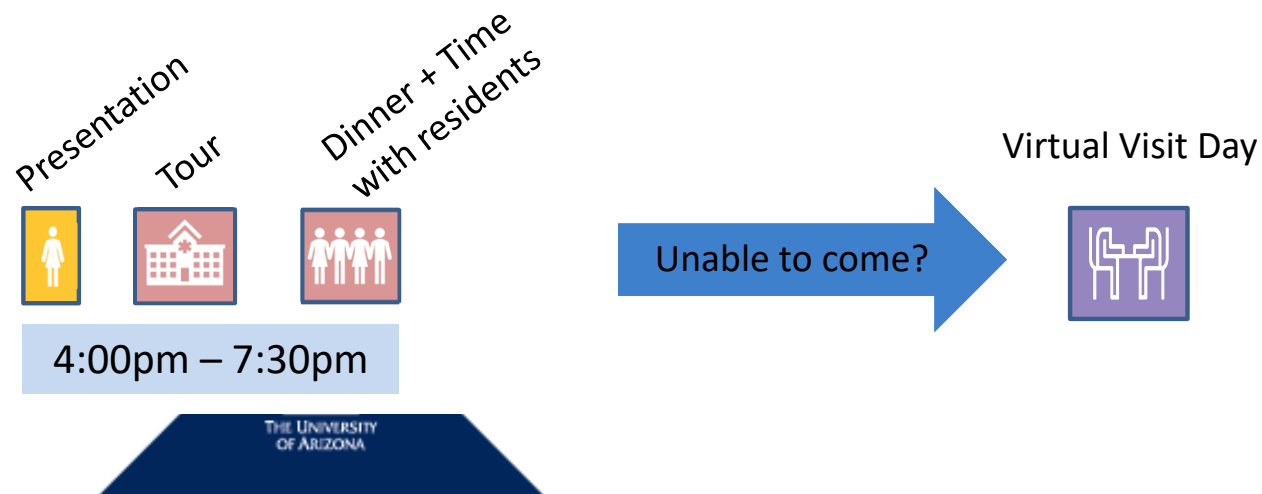


# Streamlined Applicant Visit Day

- Pre-intervention:



- SPLIT process:



# Virtual Applicant Visit Day – 1 in 2019-2020

- Zoom group meeting
  - Google Hangout or other could work as well
- Residents in conference room & applicants joined from their location
- Free flowing conversation after initial introductions



# Ideas for Virtual Applicant Visit Days – 2020-2021

- Key is informal, private opportunities to speak directly with residents
- Small breakout rooms to mimic dinner table discussions
- Join educational sessions virtually
- Pairing with resident from same school or region
- Faculty meeting rooms based on areas of interest



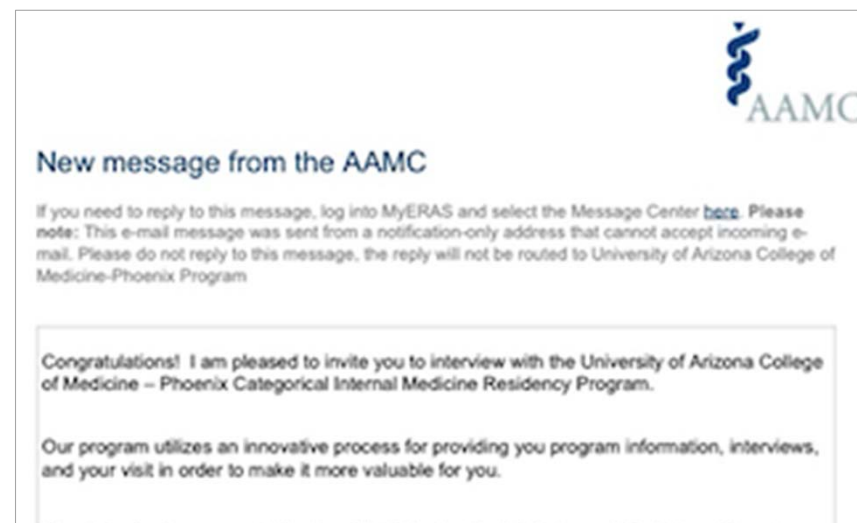


## 5. Communication and Logistics



# Create the Interview & Visit Schedule

- Create events in ERAS Scheduler
- Applicants invited to sign up via ERAS



## Interviews: RSVP Event

## Visit Days: Private Event

Calendar interface for the University of Arizona College of Medicine-Phoenix / Internal Medicine.

**Header:** University of Arizona College of Medicine-Phoenix / Internal Medicine

**Month:** December 2018

**Navigation:** Today, Previous, Next, Day, Week, Month

**Calendar Grid:**

| Sun                     | Mon   | Tue   | Wed   | Thu   | Fri   | Sat |
|-------------------------|---|---|---|---|---|-----|
| 29<br>01 02<br>07 08 09 | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM AVD #5</b><br>Scheduled<br>Paired     | <b>PM Interviews</b><br>Scheduled<br>Paired |     |
|                         | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired |     |
|                         |   |   |   | <b>PM Interviews</b><br>Scheduled<br>Paired |   |     |
|                         | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM AVD #6</b><br>Scheduled<br>Paired     | <b>PM Interviews</b><br>Scheduled<br>Paired |     |
|                         | <b>PM Interviews</b><br>Scheduled<br>Paired |   | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired |     |
|                         |   |   |   | <b>PM Interviews</b><br>Scheduled<br>Paired |   |     |
|                         | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM AVD #7</b><br>Scheduled<br>Paired     | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired |     |
|                         | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired |     |
|                         |   |   | <b>PM Interviews</b><br>Scheduled<br>Paired |   |   |     |
|                         | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM AVD #8</b><br>Scheduled<br>Paired     | <b>PM Interviews</b><br>Scheduled<br>Paired |   |     |
|                         | <b>PM Interviews</b><br>Scheduled<br>Paired |   | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired | <b>PM Interviews</b><br>Scheduled<br>Paired |     |
|                         |   |   |   | <b>PM Interviews</b><br>Scheduled<br>Paired |   |     |

**Left Sidebar:**

- Today
- 14 15 16
- 21 22 23
- 28 01 02
- 07 08 09
- 17
- 24
- 31

**Right Sidebar:**

- Today
- 14 15 16
- 21 22 23
- 28 01 02
- 07 08 09
- 17
- 24
- 31



# Applicant Interview Agenda



THE UNIVERSITY OF ARIZONA

College of Medicine

Phoenix

Interview details for:

**Applicant, Jane Doe**, AAMC ID# **12345678**

We are looking forward to your upcoming virtual interview half day on 01/29/2019 for the University of Arizona College of Medicine – Phoenix Internal Medicine Residency Program. By this Friday, please complete the [supplemental information form](#) (if you have not already done so); it will help us to have a more targeted discussion with you during your interview.

As described in the welcome email, we have designed the virtual interview half day in response to the growing travel related expenses for applicants. This half day has four components.

1. General program overview via [our special website for invited applicants](#).
2. Video interview with the Program Director, Dr. O'Malley.
3. Video interview with one of our Associate Program Directors.
4. Telephone interview with a faculty member.

Your schedule is the following (**please note** that they aren't necessarily listed in order and that all times are in Arizona time).

We will be using Zoom for the video interviews, [follow this link for some basic instructions](#). If you need assistance in getting Zoom set up, email or call me to set up a practice zoom call. If that practice call is arranged, we will use the following Zoom link: <https://uahs.zoom.us/my/arlettaespinosa>.

|  | Time       | Interviewer             | Link/Instructions   |
|--|------------|-------------------------|---|
| Program Website Review                     | 12:30-1:30 | N/A                     | <a href="https://rise.articulate.com/share/TdRPdb7iB18qfZqZs6y3KxOmIXRm_zC7#/?k=13uxjc">https://rise.articulate.com/share/TdRPdb7iB18qfZqZs6y3KxOmIXRm_zC7#/?k=13uxjc</a> |
| Program Director Video Interview           | 1:30-1:40  | Dr. Cheryl O'Malley     | <a href="https://uahs.zoom.us/my/cherylomalley">https://uahs.zoom.us/my/cherylomalley</a>   |
| Associate Program Director Video Interview | 1:45-2:10  | Dr. Ruth FranksSnedecor | <a href="https://uahs.zoom.us/my/ruthfrankssnedecor">https://uahs.zoom.us/my/ruthfrankssnedecor</a>   |
| Faculty Telephone interview:               | 2:30-2:50  | Dr. Masood Kisana       | The faculty member will call you at the designated time at (808) 393-6370   |

We know that a visit to our program will give you much more information and encourage you to come to any of our [applicant visit days](#). The visit will allow you to meet with residents, tour Banner-University Medical Center Phoenix, and to develop a better sense of our strong academics, supportive culture and family feeling. Sign up for the one that best fits your schedule by replying to the Visit Day invitation in ERAS.

Please let me know if we can answer any questions that you may have.

Arietta Espinoza  
Office Supervisor  
University of Arizona College of Medicine – Phoenix  
Internal Medicine Residency Program  
602-839-3644





# Applicant Interview Agenda



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College of Medicine  
Phoenix

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By this Friday, please complete the [supplemental information form](#) (if you have not already done so); it is a targeted discussion with you during your interview.

In the email, we have designed the virtual interview half day in response to the needs of our applicants. This half day has four components.

[Special website for invited applicants.](#)

Dr. O'Malley,  
Program Directors.

in order and that all times

If you need  
call is

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# Updated Outlook Calendar invite to the interviewer

1 Week prior to interview: updated calendar invite to PD/APDs (lock in the specific time) via

Organizer BUMCP Internal Medicine Residency

Subject (CB) Zoom Interviews

Location Your Office (2)

Start time Mon 1/28/2019 1:00 PM ☐ All day event

End time Mon 1/28/2019 2:00 PM

Dear Christina,

Thank you for interviewing our applicants, the following is your schedule

|                   |          |  |           |
|-------------------|----------|--|-----------|
| Midwest, Michelle | 13572468 | University of Illinois College of Medicine | 1:00-1:25 |
| Highscore, Harry  | 24681357 | University of Utah School of Medicine      | 1:30-1:55 |
|                   |          |  |           |

Access applicant information in [ERAS PDWS](#)

1. **File score** (suggest doing this shortly before the 4 interviews begin or the day prior, each file will take approximately 15 minutes score). You are the ONLY one who will review the file in complete detail.

- Link for Review of the File score form is: <https://fs30.formsite.com/comphx/form61/index.html> . Once you have completed a will calculate a total file score for you and display the comments you entered.
- In ERAS: Enter the total score under "File score by APD". Note: ERAS has a max score of 999 that can be entered. So, if that make the File score by APD  $\geq 1000$ , please separately enter "999" into ERAS under the "Concerns Score" and enter total without the concerns
  - Example: Formsite calculates 1110 as the total file score. You would enter 999 in Concerns Score and 111 in File score.
- Copy and paste all of the comments on the final page of [Formsite](#) into "Notes" in ERAS.

Organizer BUMCP Internal Medicine Residency

Subject (CB) Zoom Interviews

Location Your Office (4)

Start time Wed 12/19/2018 9:30 AM ☐ All day event

End time Wed 12/19/2018 11:30 AM

Dear Christina,

Thank you for interviewing our applicants, the following is your schedule

|                          |          |  |             |
|--------------------------|----------|--|-------------|
| Applicant, Jane Doe      | 12345678 | University of Texas Medical Branch School of Medicine            | 9:30-9:55   |
| Southwestern, Sally      | 87654321 | University of Washington School of Medicine                      | 10:00-10:25 |
| Innovator, Ivan          | 45678123 | Loyola University Chicago Stritch School of Medicine             | 10:30-10:55 |
| Medical Student, Michael | 78123456 | Keck School of Medicine of the University of Southern California | 11:00-11:25 |

Access applicant information in [ERAS PDWS](#)

1. **File score** (suggest doing this shortly before the 4 interviews begin or the day prior, each file will take approximately score). You are the ONLY one who will review the file in complete detail.

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# Key Components of Virtual Recruitment

## 1. Planning for interviews

- Use a core group of faculty but they can be at different campuses
- Keep all interviews in one half day
- Don't divide the experience over too much time. 2 chunks of time seem to be ok.

## 2. Preparing for video interviews

- Create faculty development + Practice
- Be flexible if technical issues
- Do the same with all applicants
- Build in a buffer of 5 min between interviews

## 3. Sharing program details via website

- Use more video
- Achieve scale with a consistent shell

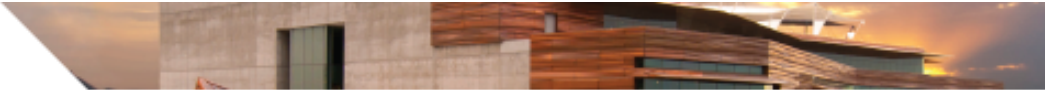
## 4. The virtual visit

- Ensure informal time with residents

## 5. Communication and logistics

- Use ERAS for applicants/outlook for faculty





## The Why:



Increased interviews needed



Excess cost: applicants/programs



Faculty burden

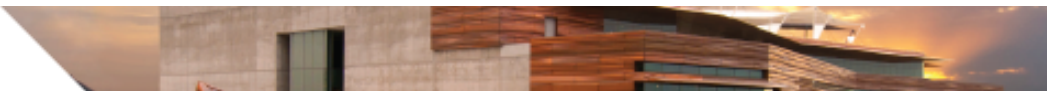


Resident burden



PD efforts duplicated





## The Why:



Increased interviews needed



Excess cost: applicants/programs



Faculty burden



Resident burden



PD efforts duplicated

55

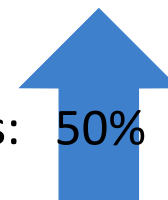


Investigating additional outcomes,  
applicant perceptions



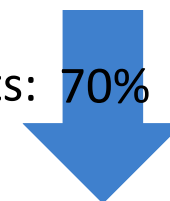
## Outcomes:

Interviews: 50%



Flexibility

Total visit events: 70%



100% of applicants are now  
interviewed by both PD & APD

# Questions?

[Comalley@Arizona.edu](mailto:Comalley@Arizona.edu)  
@CherylOMalley

[Brendashinar@Arizona.edu](mailto:Brendashinar@Arizona.edu)  
@BrendaShinar

