2021
ACG’S IBD SCHOOL
JANUARY 30, 2021 | Virtual!
Register online: meetings.gi.org

2020
ACG’S FUNCTIONAL
GI DISORDERS SCHOOL
DECEMBER 5, 2020 | Virtual!
Register online: meetings.gi.org
SEVEN different award types; INCREASED Junior Faculty FUNDING; NEW Mid-Career Bridge Funding; Med Resident and Student Awards

www.gi.org/research-awards

Grant System Opens: September 8, 2020
Deadline: December 4, 2020

Read the Grant Flyer, FAQs, or visit the webpage for the RFAs.

Welcome to the Virtual Grand Rounds Waiting Room – The educational activity will begin promptly at 12 Noon Eastern.
How to Receive CME and MOC Points

LIVE VIRTUAL GRAND ROUNDS WEBINAR
ACG will send a link to a CME & MOC evaluation to all attendees on the live webinar.

ABIM Board Certified physicians need to complete their MOC activities by December 31, 2020 in order for the MOC points to count toward any MOC requirements that are due by the end of the year. No MOC credit may be awarded after March 1, 2021 for this activity.

MOC QUESTION
If you plan to claim MOC Points for this activity, you will be asked to: Please list specific changes you will make in your practice as a result of the information you received from this activity.

Include specific strategies or changes that you plan to implement. THESE ANSWERS WILL BE REVIEWED.
ACG Virtual Grand Rounds
Join us for upcoming Virtual Grand Rounds!

Week 34: ACG Clinical Guideline Chronic Pancreatitis
Timothy B. Gardner, MD, MS, FACG
November 19, 2020 at Noon EDT

NOTE: There will be no Virtual Grand Rounds on November 26 due to Thanksgiving

Week 35: Vaccinations for the Immunocompromised in the Era of COVID
Francis A. Farraye, MD, MSc, FACG
December 3, 2020 at Noon EDT

Visit gi.org/ACGVGR to Register

Disclosures

• All three speakers have nothing to disclose.

Sara Ancello, DO

Divya Bhatt, MD

Uchenna Agbim, MD
Emotional Intelligence: Strategies for Improving Leadership in Medicine

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Objectives

• Define the domains of Emotional Intelligence (EI or EQ)
• Understand the role of EI in medicine
• Use EI to harness skills for effective leadership
• Identify capacity-building skills within each of the social domains
What are Emotions?


American College of Gastroenterology
You aren’t at the mercy of your emotions- your brain creates them. TED talk. January 2, 2018.
Understanding Emotions

Emotional Intelligence

- Ability to recognize and understand emotions in yourself
- Ability to recognize and understand emotions in others
- Use this awareness to manage your behavior and relationships
EI by the Numbers

• 36% of people tested globally can identify their own emotions
• 2/3 do not understand their own emotions
• 90% of top performers have high EI
• EI is responsible for 58% of your job performance
• People with high EI make on average $29,000 more annually

Bradberry, T, Greaves J. Emotional Intelligence 2.0. Talent Smart. San Diego, CA; 2009.

• Anticipation
• Stomach churns
• Hunger & Excitement

• Anticipation
• Stomach churns
• Fear & Dread

EI in Leadership

- Leaders set the tone of their organization
- Communication > technical skills
- Team members are empowered
- Collaborative environment
- Adaptability
- Drive toward success

Be the Architect of Your Own Experience
Emotional Intelligence Domains

Bradberry, T and Graves J. Emotional Intelligence 2.0. San Diego, CA, USA; TalentSmart®; 2009.

Self Awareness
Self Awareness

"Inside Out" 2015 film graphic.


Image from RL Coaching Solutions

American College of Gastroenterology
• Explore personal beliefs, values, strengths, and challenges

• Gain insight into personal skills, abilities, and growth areas

Goleman D, Boyatzis R, McKee A. “Primal Leadership” HBR’s 10 Must Reads: On Emotional Intelligence. 2015

• Stop judging your emotions as “good” or “bad”

• Don’t be fooled by mood

• Understand what pushes your buttons and why
Self Management

The first and best victory is to conquer self.
—Plato
Impulse Control

Graphic from Milky Way candy bar commercial

Graphic from Shutterstock

American College of Gastroenterology
Adapting to Circumstances

Changes Ahead

Old Way

New Way
Personal Responsibility

Emotional Intelligence Domains

Bradberry, T and Graves J. Emotional Intelligence 2.0. San Diego, CA, USA; TalentSmart®; 2009.
Social Awareness

- Empathy
- Organizational Awareness
- Service Orientation
“Organization awareness means having the ability to read a group’s emotional currents and power relationships, and identify influencers, networks and dynamics within the organization”
Organizational Awareness

- Have their finger on the pulse of what is going on in the organization
- Understand guiding values and unspoken rules
- Know the ecosystem in which various groups operate

Relationship Management
Coaching/Mentorship

- Build trust and credibility
- Acknowledge other’s strengths and accomplishments
- Follow through with expectations
Inspirational Leadership

• Arouse enthusiasm for a shared vision
• Model change expected of others/Lead by example
• Align intent with impact

Influence

• Send clear, convincing messages
• Skilled at persuasion
• Can build consensus and rapport
Conflict Management

• Objectively see facts instead of rely on emotions

• Handle difficult situations with tact

• Encourage open discussion

• Orchestrate win-win solutions

Teamwork and Collaboration

• Communication

• Seek out mutually beneficial relationships

• Draw members to actively participate

• Protect the group and share credit when due
It’s March 2020 and cases of COVID-19 are increasing in your area. Elective endoscopies have not yet been cancelled and you have a full line up today. The hospital has been vague with their recommendations - temperature checks on outpatients have been inconsistent, pre-procedure COVID test are not universally available, negative pressure rooms have not been set up and the surgical director reprimanded some of your endoscopy staff for wearing masks in front of patients and “inciting fear.” Tensions are running high.

You’ve noticed a lot of disagreements between members of your team. One of the nurses voices her concerns to you about proceeding with an EGD on a patient who travelled to Mexico 1 week ago. Another nurse on your team thinks it’s fine to proceed because the patient is afebrile.

The two start arguing and look to you to determine the next steps.
Case 1: El Discussion

• How do you bring the team together?
• How do you determine the safest approach to care?

• Objectives:
  • 1) Self Awareness
    • Get to know yourself under stress- recognize the first signs of stress
  
  • 2) Social Awareness
    • Catch the mood of the room- read the cues of others
  
  • 3) Relationship Management
    • Avoid giving mixed signals
    • Use self awareness and self management to guide your own emotions and deliver a clear message to the team

Case 2

• You are the attending physician on the GI inpatient service managing a patient with Crohn’s disease. The patient is 33 years old with ileocolonic Crohn’s disease diagnosed five years ago. She was diagnosed with Crohn's disease after being admitted for nausea and vomiting, and MR enterography showed multiple areas of small bowel luminal narrowing. Her disease was previously well controlled with adalimumab, but she was unable to pay for medications after she was laid off from her job and lost her health insurance about 7 months ago. Her other medical problems are that she is a former smoker (quit 1 year ago) and her BMI is 29.
Case 2

• She is now admitted with a small bowel obstruction. Today is day 6 of IV prednisone 20 mg given every 6 hours and she reports no improvement in symptoms and is still unable to tolerate anything by mouth.
• General Surgery was consulted upon admission, but signed off yesterday. Their final progress note said, “GI to perform colonoscopy to assess extent of disease. Recommend medical management, no plans for surgery at this time.”
• Your GI Fellow was finally able to reach the Chief Surgical Resident after multiple attempts, and is visibly upset. Your Fellow, who is female, tells you that the Chief Surgical Resident raised his voice at her and said “what don’t you understand about ‘medical management?’ We already signed off.”

Case 2: El Discussion

• How do you approach the surgical team?
• How do you advocate for your patient effectively?

• Objectives:
  1) Social Awareness - Modeling professional behavior
     • Seek the Whole Picture
  2) Relationship Management - Inter-team communication
     • Don’t Avoid the Inevitable
     • Only Get Mad On Purpose
Case 3

• You are a third year GI fellow of color, completing your final consult month of fellowship prior to starting your first attending job. You came in late last night to consult on a patient who was initially unstable with a lower GI bleed while on anti-thrombotic agents, but was resuscitated and now normotensive with clear mentation. You introduce yourself, talk and examine the patient, while updating them regarding the plan.

• In the AM you come by as a team with your attending, who also happens to be the program director. The attending talks directly to the patient and upon exiting the room, the patient looks you dead in the face and asks, “Now who are you? Are you here to bring my food?” The attending says, “No, this is Dr. Butts, who has been taking care of you.”

Case 3

• At the exit interview, the program director brought up the incident and indicated how angry she was and how she uses this example as a way to discuss the insidious ways racism exists to her friends. One of her friend’s response, “Did she have on her white coat like everyone else?”
Case 3: EI Discussion

- How do we recognize implicit bias in medicine?
- How do we manage interactions when we see this happen or it happens to us?

- Objectives:
  - 1) Social Awareness- Empathy
    - Step into their Shoes
  - 2) Relationship Management- Influence, Leadership
    - Align your intention with your impact
    - Acknowledge the Other Person’s Feelings

Key Points

- EI is an essential leadership skill
- EI can progressively improve over time as you develop capacity-building skills. Don’t expect to master it overnight.
- EI can be used to manage your relationships
- EI can drive the success of a team or organization
Learn More About Emotional Intelligence

Please visit the American College of Gastroenterology’s ACG Education Universe at universe.gi.org to listen to the complete Emotional Intelligence Webinar Series!

Thank you

• ACG Training Committee
• ACG Board of Directors
• David Hass, MD
• Meir Mizrahi, MD
• Aasma Shaukat, MD
• Elizabeth Paine, MD
• Michelle Guy, MD
• Calvin Chou, MD
• Meridith Phillips
Questions?

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ACG/FGS ANNUAL SPRING SYMPOSIUM
FEBRUARY 26-28, 2021 | NAPLES GRANDE BEACH HOTEL
NAPLES, FLORIDA

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