

March 2020

# OCPD FREE

*(Faculty Resource for Educational Excellence)*

*with*

## Dean's Corner

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### Upcoming Events

[Click here](#) for an at-a-glance view of our upcoming events for the next 3 months!

### How Do We Move Online in a Hurry?

Unprecedented events have forced a shift from in-person to online teaching with little to no notice. With canceled classes and limited opportunity for clinical experiences, we are still responsible for curating meaningful learning experiences. This can be stressful, but it doesn't have to be. Adhering to some basic tips for distance learning can help:

1. **Learn and test your tech early and often:** In order to be prepared for the inevitable emergency technical situation or glitch, prepare in advance. Test your internet connection, gather appropriate supplies (files, applications, hardware), and take a little extra time to learn the technology.
2. **Provide realistic expectations and instructions to your learners:** Previous objectives and expectations may no longer be reasonable so make sure to adjust. Now is the time to be adaptive and innovative where you can. Make sure to share instructions that are clear and concise to all that are participating in your activity in advance.

3. **Look for lower-tech options:** If you are feeling increasingly uncomfortable with technology, consider lower tech options that may meet your needs and learning objectives. While a synchronous chat with breakout rooms might be the way to go for some content, a Google doc or discussion board might just as easily accomplish the same thing.
4. **Adapt and make adjustments along the way:** If your first video ends up with a glare and too much background noise, move to a new location. If participants seemed to struggle with an interactive component, try something new. Be prepared to make adjustments based on daily challenges and opportunities for improvement.
5. **Share tips and reminders with learners:** Without overwhelming your learners and colleagues, keep everyone aware of what is going on, how to do meet your expectations, and any announcements that may impact their learning experience. Consider creating a single space to house communication, guidelines, contact information, and more. Google Drives can help with this.
6. **Incorporate elements for engagement:** keep learners and participants engaged by requiring cameras and mics to remain on during webinars, asking questions, or incorporating polls during your online activities. Experiment and be creative by using different technology tools to keep these experiences actively engaging.
7. **Frequently request feedback and assess learning:** We will all be challenged in new ways and likely feel uncomfortable using these new online modalities. However, as we all become accustomed to the current normal, we need to continue to gauge understanding, address questions, and collect feedback from our learners. Don't let weeks to go by before soliciting feedback and missing the opportunity to implement changes. Assessing learning using traditional methods may not be an option right now so look for asynchronous options that will allow learners to complete brief quizzes, real-time polls, or other assessments that may be integrated into learning management systems.
8. **Look to the community for support:** There is a vast community of educators at our disposal sharing resources and knowledge – take advantage! With a quick google search or request to a list-serve you can find a user guide, how-to video, or best practice resource for a multitude of online learning tools. OCPD's TEACH page has a curated, and growing, list of SUPER BRIEF and straightforward teaching technology resources available to facilitate the most to online teaching.
9. **Be patient with yourself and others!** This is new for us all and learners understand that we aren't perfect, especially as we adapt to new technologies. Cut yourself a break and pat yourself on the back for making the most of a less than ideal situation.

Your colleagues are here to help as you adjust to this new model of teaching and

interacting so don't lose hope. Take the time with each frustration and hurdle to pause and check-in with your community to encouragement and support.

THANK YOU FOR ALL YOU DO!

Please contact TEACH for help at [TEACH@carilionclinic.org](mailto:TEACH@carilionclinic.org)

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References:

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“It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change.” Charles Darwin

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## Dean's Corner March 2020

*At VTCSOM, preparing future leaders in medicine requires us to teach the fundamentals of how health care is delivered and how systems can work to optimize the health of patients and communities. Health Systems Science (HSS) comprises 12 different content domains that are relevant for physicians to understand. Each month this year the Dean's Corner will highlight one of the 12 domains of HSS.*

Health Systems Science (HSS) is the study of how health care is delivered and how to improve the quality of health for patients and populations. Last month we

highlighted the HSS topic of **Value-based care**.

Now the rising COVID-19 pandemic has dominated our everyday lives, professionally and personally. Efforts to control the spread of COVID-19 underscore the importance of many HSS principles, most notably **Leadership** and **Systems Thinking**.

Successfully navigating the next weeks and months will require more than an outstanding health system and health care workforce.

Several Asian countries were hit hard by the original Severe Acute Respiratory Syndrome (SARS) virus in 2002 and 2003. The response to the newest SARS virus (COVID-19) in Taiwan has focused on big data analytics, new technology, and proactive testing, as chronicled in *JAMA* [here](#). From their analysis, the *JAMA* authors concluded that Taiwan's well-trained and experienced team of officials rapidly recognized the COVID-19 crisis and activated the emergency management infrastructure to address it. Daily public briefings and simple health messaging prepared and protected the public with timely, accurate and transparent information. The high-performing health systems in Hong Kong, Singapore, and Japan have also shown remarkable resiliency to COVID-19, as reported in *Lancet* [here](#). According to the authors, the lessons learned from the experience underscore the importance of two facilitating factors: service integration across the health system and other sectors, particularly supply chain, to adapt quickly to changing circumstances; and, trust in government by patients, health-care professionals, and society. They also concluded that misinformation and fake news constituted a major unresolved challenge.

In our local environment, we appreciate the frequent, transparent communications by state health officials, Carilion Clinic, and Virginia Tech as these institutions adapt to the rapidly-changing health care needs of the community and remind our citizens about hand-washing, social distancing, and self-isolation. However, our preparations are only as strong as our weakest link, and at present, we lack strong and consistent leadership in the public space.

Social norms in the community are needed to promote total adherence to public health recommendations. Trustworthy leadership at the federal level is needed to mobilize the many sectors of our society that must work together to stem the tide of this existential threat. We need to fill these gaps quickly if fewer lives are to be lost.

Please stay safe as we buckle down for the most challenging month ahead.

Lee A. Learman, MD, PhD  
Dean and Professor

