



**BRODY SCHOOL
OF MEDICINE**

BSOM Connection Initiative: Medical Student Well Check Calls

Introductory

TRAINING

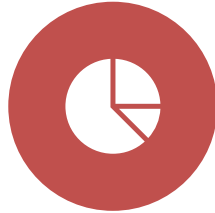
A collaborative Academic Affairs project organized by:

Office of Student Affairs (OSA)

Office of Data Analysis & Strategy (ODAS)

Office of Student Development & Academic Counseling (OSDAC)

Training Objectives



Understand
and apply
elements of
active listening



Differentiate the
various
categories of
medical student
concerns and
matching
responses



Implement use
of the Call Log
Form to
document calls
and refer
students with
serious concerns

Call Script – the start of Active Listening

Hello. I am _____. The purpose of this call/video chat is to check-in with you to see how you're doing and to make sure that you're supported during this virtual instruction period at Brody.

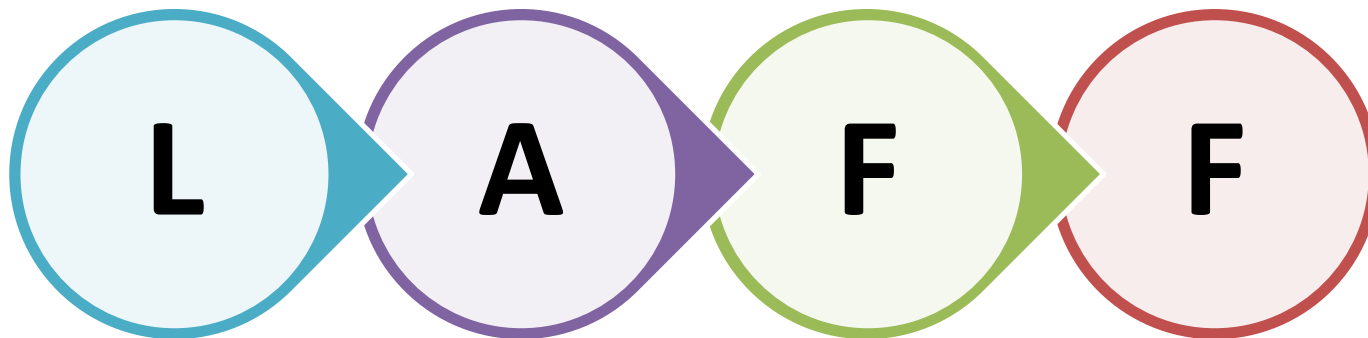
How are you doing with managing your academic/curriculum responsibilities?

How are you doing on a personal level?

What other concerns do you have and how can Brody assist you with them?

Thank you for speaking with me today. I will check in with you again on ____.

Active Listening Elements



- Listen, empathize, communicate support

- Ask basic questions

- Focus on the concerns

- Find a resource, if needed

Listen, empathize, communicate support

- Begin with a warm greeting
- Use minimal verbal encouragers as you listen... speak less where possible
 - *“Oh.” “I see.” “Tell me more.” “That’s good.”*
- Communicate support/interest but be careful with agreeing/disagreeing with some content

Ask basic questions... to gather information



Open

- *How's studying coming along?*
- *How are you doing?*
- *What other questions do you have?*

Closed



- *Are you in Greenville now?*
- *Do you video chat with your peers to stay connected?*
- *Have you talked with anyone about that?*

Focus on any concerns that you hear

Summarize & check for
accuracy

Example:

“I’d like to review what we’ve talked about..... is this correct?”

Find a resource (if needed) & follow-up

Category 1:

No contact made

- Could not reach student – no contact made; will follow-up

Category 2:

No concerns

- Contact made but no concerns identified
- Arrange follow-up call

Category 3: **General concerns**

- Contact made & general concerns identified
- Refer to resource list & remind student about resources
- Arrange follow-up call

Category 4:

Significant concerns

- Contact made & significant concerns identified
- Refer to resource list & remind student about resources
- Let student know you will refer their situation to OSDAC
- Arrange follow-up call

Category 3: Sample of **General concerns**

1. Challenges with coursework/studying or student responsibilities, but with a sense of determination or confidence (i.e. struggling to keep up with coursework, virtual learning concerns, test/exam prep)
“It’s hard some days to stay focused on studying. On the hard days, I’ve found that it’s best for me to aim for less study time and more me time.”
2. Transition concerns related to COVID19 (i.e., time spent at home or with family, Brody isolation, general pandemic-related uncertainty) – but student is managing appropriately
“Right now, I have family members with COVID symptoms who are waiting on COVID test results. Even though I’m scared, my faith is helping me to stay strong and I know we’ll somehow get through this.”
3. Informational support
“I’m not sure if my Brody financial aid will be disrupted by all that’s going on right now.”

Category 4: Sample of **Significant concerns**

1. Challenges with coursework/studying or student responsibilities, but with a sense of hopelessness or distress.

“It is absolutely nuts to act like we’re all able to still put in 12 hour days, participate in these webinars and perform at the same level as before. Some of my classmates feel like this is easier than before, but to me it’s two or three times as hard.”

2. Transition concerns related to COVID19 – but the student is not coping well.

“I’m locked in at home and locked out of Brody and it is taking a toll on me. The uncertainty of each new day or week and the fact that I’m expected to continue moving forward with my normal responsibilities at medical school is just overwhelming.”

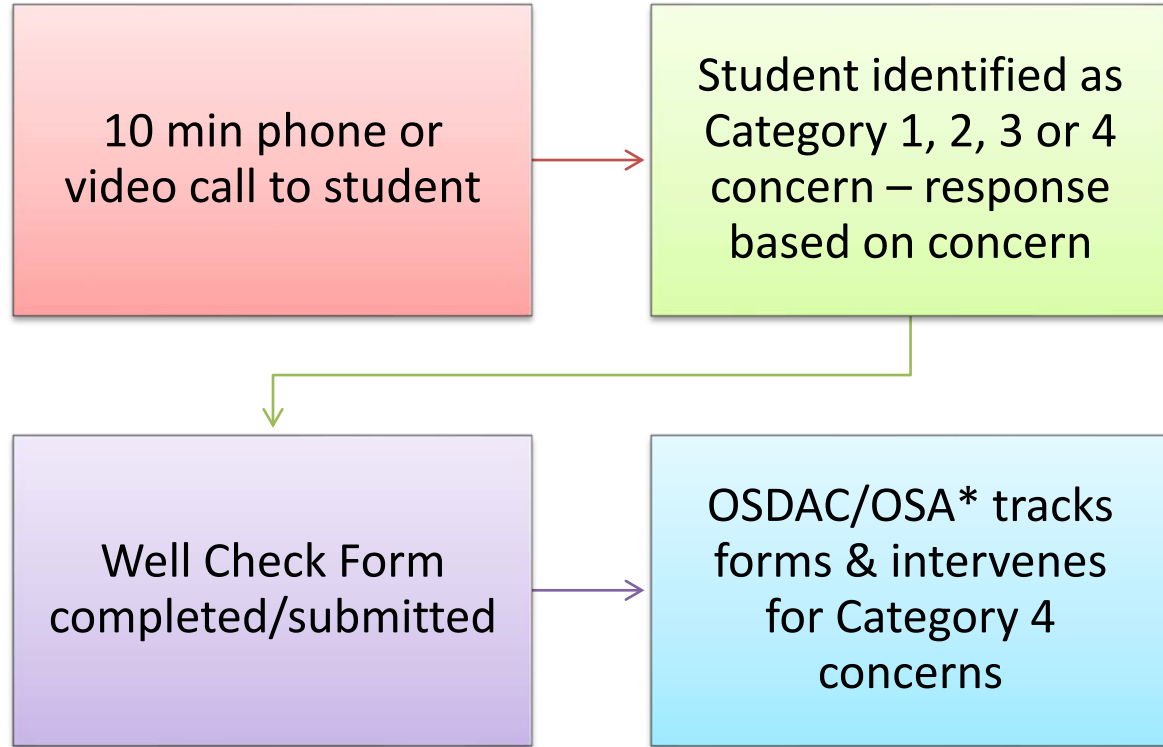
3. Student describes being impacted by personal needs/situations that require urgent attention (i.e., lack of food, personal health, financial, family-related:

“My financial aid refund has been delayed until July and I don’t have money to buy food, pay bills, or take care of daily needs. This is not just refund money that I need to take care of me but I also need it to take care for my extended family.”

4. The student mentions a concern about another Brody student.

“I have a Brody classmate who is having a real hard time right now and needs help.”

Process Workflow



*OSDAC=Office of Student Development and Academic Counseling
OSA=Office of Student Affairs

Call Documentation & Tracking

- There will be a call contact form to be completed following each call
- Completed forms are monitored and addressed by OSDAC and OSA
- The contact form has to be completed within 24 hours of the call to the student – this will enable early intervention for students with serious concerns.
- An example of the call contact form is available for review on the next couple of slides



BSOM Connection Initiative - Caller Form

This form should be used to document your connection with students at Brody School of Medicine during the period of virtual instruction due to the ongoing COVID-19 pandemic.

All information you provide is confidential and collected with the purpose of connecting with all Brody students during this time. Follow up comments are helpful in engaging the necessary degree of follow up for students, if needed.

For technical assistance with this form, please email odas@ecu.edu

Sample Script

Hello. I am _____. The purpose of this call/video chat is to check-in with you to see how you're doing and to make sure that you're supported during this virtual instruction period at Brody.

How are you doing with managing your academic/curriculum responsibilities?

How are you doing on a personal level?

What other concerns do you have and how can Brody assist you with them?

Thank you for speaking with me today. I will check in with you again soon.

Please provide YOUR full name and Pirate ID:

Full Name:

* must provide value

Pirate ID:

* must provide value

Select the student you are calling/video chatting with:

*start typing the student name to text search it

* must provide value

Check the action that applies to your call:

* must provide value

Called the student, no answer, plan to follow up with student ASAP.

Spoke to the student, no concerns. Plan to follow up next week.

Spoke to the student, general concerns, reminded the student of resources, plan to follow up next week.

Spoke to the student, have significant concerns, referred the student to resources.
Additional support needed.

reset

If you have other comments/questions regarding this form, please contact the Office of Student Development and Academic Counseling.

Submit

Contact us:

If you are interested in learning more about this opportunity and other opportunities in the education program, please contact the
Division of Academic Affairs



**BRODY SCHOOL
OF MEDICINE**