Baby Alligators and How to Lesson the Bite

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**Scenario One**

Resident submits a week of PTO for the last week of residency to ‘use it up’ only to be told they aren’t able to take PTO the last week of residency due to orientation needs. *Take aways . . .*

* Communicate PTO expectations/rules/regulations several times throughout the year from a position of wellness
* Communicate the ‘why’ – we do this so they can help train the new interns in the methods that their peers have found to be most effective

**Scenario Two**

Resident asks where they are supposed to go tomorrow. You tell them their schedule is available in New Innovations. The resident complains it is so difficult to find it there. *Take aways . . .*

* Ask them to show you how they are trying to access it. We have found the resident often has a very roundabout way of accessing it. We are able to show them it is only a couple of clicks
* Additionally, having them show us how they are doing it has also educated us as to how information looks on their end and has helped us change how we distribute some information

**Scenario Three**

Resident is dairy-free, gluten-free, vegan, etc. We provide lunch on didactics days. They complain that the pizza tastes funny and asks if we have anything else. *Take aways . . .*

* Ask them to research local places that offer food they like as we don’t have the same restrictions and wouldn’t know good tasting from bad tasting OR know the restaurants who do proper preparations when allergies are involved.