



University of Kentucky Graduate Medical Education Orientation

IMG Resources –Mentor Resources

*Slides 1-9 Shared with Learners During Orientation –Only for Mentor reference

Transitioning to Residency Match to 1st weeks In training

- ❑ **Apply for Social Security**

- Social Security

- J-1s cannot apply for a Social Security until ECFMG has validated SEVIS record after arrival to the U.S. Applying prior to SEVIS will delay issuance of Social Security card.

- ❑ **Health Insurance**

- Insurance and retirement benefits | UK Human Resources (uky.edu)

- ❑ **Set up Bank Account**

- UK Credit Union

- ❑ **Apply for a credit card and start building credit score**

- Nerdwallet How to Get a Credit card
 - FICO credit score could be assigned only after 6 months of history
 - Getting a secured credit (without SSN) card can give you score a month earlier

Transitioning to Residency *cont....*

- **Housing and Renting**

- Housing
- Bluegrass Realtors
- University flats and Graduate and Family | Wildcat Living (uky.edu)

- **Transportation**

- Campus Transportation
- Bike Voucher Program
 - If learner forgoes parking permits, they can have free funds towards buying a bicycle
- Buses are free with UK badge

- **Health Insurance**

- Insurance and retirement benefits | UK Human Resources (uky.edu)

Transitioning to Residency *cont....*

UK payroll Tax Questionnaire

- ☐ Newly hired or rehired nonresident employees holding H-1B, J-1, J-2 or F-1 visas must complete a UK payroll Tax Questionnaire
- ☐ For additional details, please see: <https://www.uky.edu/ufs/payroll-services-non-resident-alien>

Transitioning to Residency *cont....*

☐ **Driving and obtaining a license**

- ☐ Drivers License - <https://drive.ky.gov/Drivers/Pages/Non-US-Citizen.aspx>
- ☐ Some foreign driver licenses and international driving license work in Kentucky for up to a year
- ☐ Can do writing and driving exam anywhere in the state, not only in Lexington

☐ **Buy/Lease a car**

- ☐ Car Lease/ Purchase

☐ **Set Up Your Utilities**

- ☐ Electricity, Water , Gas etc.
- ☐ <https://lge-ku.com/> OR
- ☐ <https://www.bgenergy.com/>
- ☐ <https://www.amwater.com/kyaw/>
- ☐ <https://www.columbiagasky.com/>

☐ **Decide on additional Benefits**

- ☐ Life insurance

☐ **Set up Primary care physician, Dental and Vision care**

- ☐ Staying Safe & Well at work

Transitioning to KY and building connections

☐ Visit Lexington

- ☐ Horse Capital of the World: Lexington, Kentucky Visitor Information (visitlex.com)

☐ House Staff Medical Alliance

- ☐ HMA Lexington | Facebook
- ☐ HMA Contact hmalexington@gmail.com

☐ International Grocery stores

- ☐ Grocery Stores

☐ Schools

- ☐ Fayette County Public Schools / Homepage (fcps.net)

Local Organizations and Affinity Groups

- ☐ **Religious and cultural organizations**

- ☐ Cultural Organizations

- ☐ **UK COM Employee Affinity Groups**

- ☐ Affinity Groups

- ☐ **Faculty of color network**

- ☐ Diversity

Additional Resources

☐ ECGFMG

☐ <https://www.ecfmfg.org/evsp/resources-on-line-learning-modules.html>

☐ J1 Twitter

☐ ECFMG J1

https://twitter.com/ecfmfg_img?lang=en

☐ Journeys in Medicine Vlog

☐ ECFMG Medicine Vlogs

☐ AMA IMG toolkit

☐ AMA toolkit

☐ GME frequently asked questions

☐ Graduate Medical Education FAQ's

Ways to get involved

- ❑ **Wellness in training Committee**

- ❑ <https://medicine.uky.edu/sites/gme/well-being>

- ❑ **Office of Diversity, Equity, and Inclusion**

- ❑ Diversity, Equity & Inclusion

- ❑ **Global Health Initiatives Book Club**

- ❑ Global Health Initiatives Book Club | International Center (uky.edu)

- ❑ **AMA IMG Group**

- ❑ International Medical Graduate AMA Group

- ❑ **US Ethnic Physician Organizations**

- ❑ Ethnic Physicians

Mentor Expectations

- ❑ Offer guidance and support to their mentees in various aspects of their transition to training in the USA regarding new healthcare settings, EMR, Acculturation, well-being, and communication.
 - ❑ ***Remember this is not for academic and research support but mainly for social support and help with transitioning to a new culture and new working environment***
- ❑ Encourage asking for help and support
- ❑ Help with networking if needed
- ❑ Maintain the confidentiality of their mentees' personal and professional matters.
- ❑ Be available whether in person or virtually, to address the mentee's questions and concerns.

Mentee Expectations

- ❑ Be Proactive: Take the initiative to seek guidance and ask questions
- ❑ Set Clear Goals: Mentees should have clear and realistic goals for what they want to achieve in their medical careers and communicate these goals to their mentors.
 - ❑ *Remember this is not for academic and research support but mainly for social support and help with transitioning to a new culture and new working environment*
- ❑ Listen and Learn
- ❑ Be Open to Feedback: Mentees should be open to receiving constructive feedback from their mentors and use it as an opportunity for growth and improvement.
- ❑ Respect Time and Comments: Mentees should respect their mentors' time and commitments and be punctual and prepared for meetings.
- ❑ Take Responsibility: Mentees should take responsibility for their own learning and actively engage in self-directed learning and professional development.
- ❑ Show Gratitude: Mentees should express gratitude to their mentors for their time, support, and guidance.

Logistics

- Meeting frequency – minimum twice per year
- Virtual/in-person
- Option to go out for informal meetings over coffee/lunch/dinner
 - GME will reimburse expense, Details of reimbursement in the teams folder
 - Up to \$75 per meal x 2 per year, no alcohol
 - BG campus- check with Brooke Kelly to order food
- Complete the short surveys (2)
- Option to continue for rest of the training or change mentor/mentee after the first year

Acculturation to USA- Main Hurdles faced by IMGs

- ❑ Navigating US culture
 - Individualistic vs communal
- ❑ Adaptation to GME and HCS
 - Patient-centered care vs provide centered care
- ❑ Communication skills
- ❑ Racial discrimination
 - Explicit and implicit bias
- ❑ Emotional Distress
- ❑ Finances
- ❑ Articles
 - ❑ Challenges for International Medical Graduates in the US Graduate Medical Education and Health Care System Environment: A Narrative Review
 - ❑ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7373352/>

“the first 6 months are the hardest”

“why did I leave all I had? I slept on an air mattress for a year, too embarrassed to ask dad for money. It was my choice to come..”

“Did I make the right decision?”

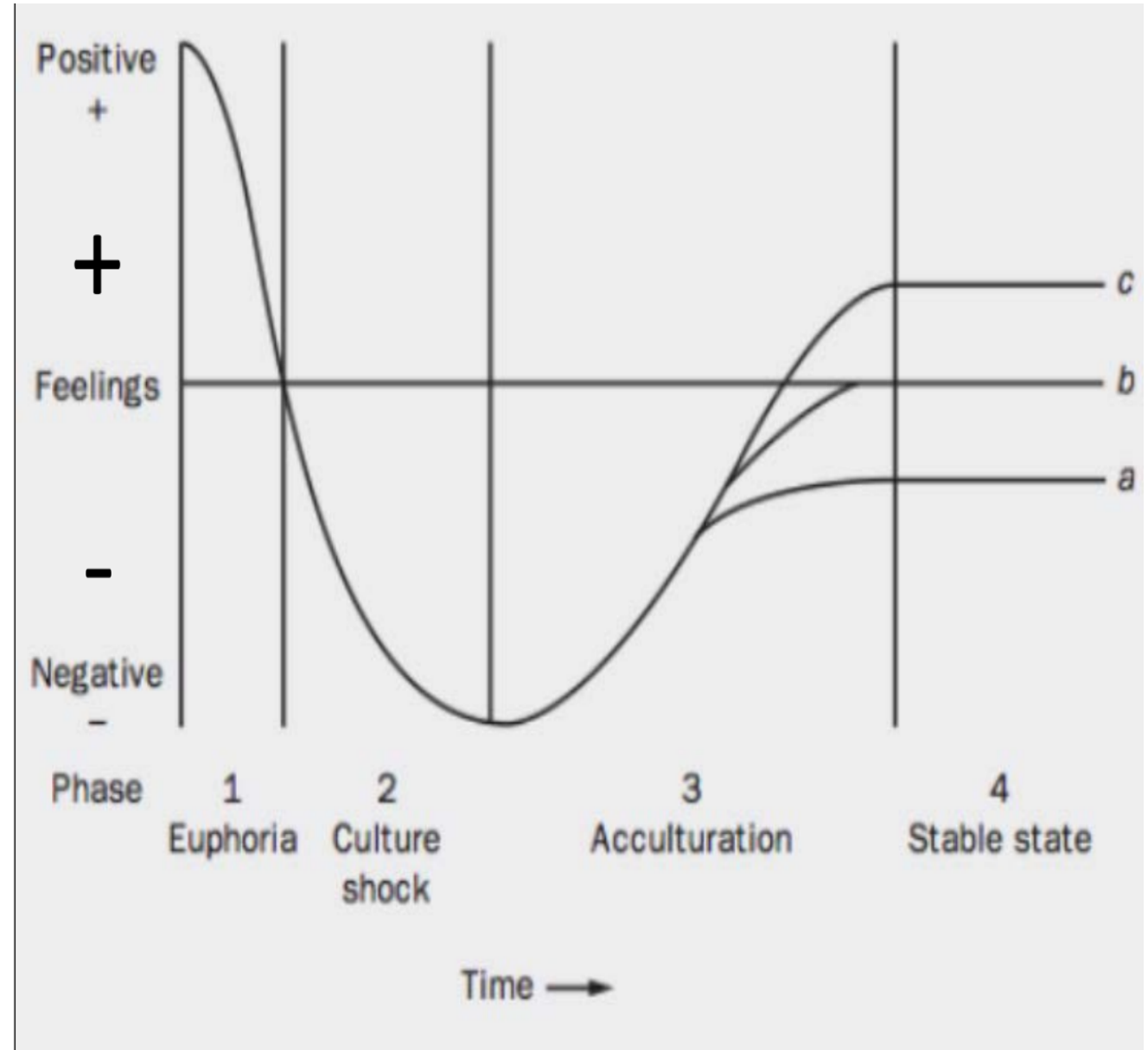
- Dual Learning Curves of Residency training and acculturation
- **Acculturation** = cultural modification of an individual, group, or people by adapting to or borrowing traits from another culture



Acculturation Curve

Culture Shock

- Self-blame, incompetence
→ Irritability and hostility (resentment towards host culture)
- Depends on intercultural prep and support on site



Hofstede, G. and Hofstede, G. J. (2005): Cultures and organizations: Software of the mind. 2nd edition. New York: McGraw-HillBlom, Mentoring across cultures: Implications in managing expatriates' Acculturation Chapter · February 2014 DOI: 10.1007/978-3-658-00218-3 7

Emotional, Social and Spiritual costs

- Migration Guilt/Cultural bereavement/Survivor's guilt
 - Guilt as a consequence of migration
 - "...can be reduced, but it won't disappear" Clinical psychologist Joseph Matthew¹
- "Homesick" – who do I talk to
 - Difficult to discuss with family, friends
- Confusion about belonging
 - Conflict between "need to be accepted and assimilation" vs "pride in own culture, identity"
 - Feelings of "being a fraud" or a "sell out" when visiting home/on social media

1. Migrants feel guilty when parents are left behind By Delys Paul

13 Oct 2016 - 9:56 PM <https://www.sbs.com.au/radio/explainer/migrants-feel-guilty-when-parents-are-left-behind>

Common intercultural challenges

- **Power Distance Index:** cultural differences, healthcare culture—hierarchy and patient safety
- **“I vs. we”:** residency identity, “family”
- **Communication:** Confident with basic use: difficulties with accents—own and others, dialects, everyday language
- **US culture:**
 - **Personal space, Introductions, cultural norms**
 - Patient autonomy: Patient centered care and shared decision making
 - Role of family (USA vs their own)
 - Lower hierarchy for physicians and loss of status
 - Specific rules and organizational structures
- **“Soft” Skills development**
 - Science oriented medical education; less focus on psychosocial aspects
 - Variable training in medical interviewing



Michalski K, Farhan N, Motschall E, Vach W, Boeker M (2017) Dealing with foreigncultural paradigms:A systematic review on intercultural challenges of international medical graduates. PLoS ONE 12(7):e0181330.<https://doi.org/10.1371/journal.pone.0181333>

Environmental

- The patients
 - May be more racially, ethnically, religiously, culturally diverse than accustomed
 - May be older and sicker with varied pathology
 - Trainees expected to perform thorough exams on all patients
- U.S. physician practice patterns
 - Overall utilization of technology and testing
 - Reliance on information technology
 - Variability between practitioners
- Less hierarchical system
 - Collaboration between all levels of the health care team is valued
 - Input valued from all providers
 - Self-assessment/ QI/ PI activities
- Multidisciplinary team approach may be novel
 - The valuable input of Nurses and Case Managers
 - Discharge process
- Medical Record documentation
 - Thorough and “prospectively defensive”

Communication skills –Basics

☐ Breaking bad news

- ☐ SPIKES strategy <https://youtu.be/VAfSyqjhcic>

☐ “I wish ...” statements instead of I am sorry

- Invitation, giving **Knowledge/information**, addressing **E**motions, and **S**trategizing and **S**ummarizing for the patient

☐ Opening Channels of Communication

- Active Listening- comprehending, retaining, and then responding
- Tell me more” statements
- Talking slow

☐ Ask-Tell-Ask” strategy –The physician asks what the patient knows currently, then tells what he/she needs to know, and then asks to ascertain understanding of the information given.

☐ Articles

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4241125/>
- <https://bmcmmededuc.biomedcentral.com/articles/10.1186/s12909-016-0680-7>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9334519/>

Concern for Bias at work or experiencing unprofessional behavior or discrimination

- ☐ Encourage to reach out to PD
- ☐ Call or email Amy Dilozenzo/Asha Shenoi/Katie McKinney
- ☐ Submit a concern
- ☐ Bias Incident reporting

Dimensions of Wellness

1. Emotional
2. Social
3. Spiritual
4. Environmental
5. Intellectual
6. Financial
7. Occupational
8. Physical



Wellness Related concerns

☐ Unique challenges of IMGs

- <https://dl.acgme.org/learn/video/international-medical-graduates-and-well-being-unique-issues-and-challenges?client=acgme-hub>

☐ Graduate Medical Education | Wellness | University of Kentucky College of Medicine (uky.edu)

☐ Encourage to connect with PD

☐ Email/ Call Asha Shenoi

Financial wellbeing basics

- Budgeting and Credit Building
 - Good budget: A free budgeting app that helps you track your spending and manage your finances.
 - Credit Karma or Experian to build and monitor your credit score.
- Useful articles
- Understanding U.S. Taxation for International Medical Graduates
 - Coming to America without knowing how this world works
 - FMGs and Their Finances — Fresh Off The Boat and Clueless
- GME Financial wellness webinars

Additional Resources

☐ Time management

- <https://hr.uky.edu/classes/training/using-time-wisely>

☐ Effective writing

- <https://hr.uky.edu/classes/training/effective-business-writing>

☐ Technology training

- <https://hr.uky.edu/training/technology-training>

☐ AMA IMG Tool kit

- <https://www.ama-assn.org/education/international-medical-education/international-medical-graduates-img-toolkit-mentorship>

Disclaimer

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