

### Call Policies

The Call Committee makes the call schedule. Any new call policy will be discussed with the Residency Program Director and Residency at large as deemed appropriate/necessary before any changes are made to the call policy. The Call Chief mediates call concerns in consultation with the Residency Program Director.

If there is a call question or proposed policy change that cannot be decided by the committee, then the residency as a whole will be put to a vote, with  $\frac{2}{3}$  percent of the vote required for to make a change to scheduling policies.

### Call Trades

Any resident may trade call with another resident as long as both residents are trained for the calls being traded. In general, trading training calls as the resident being trained is not allowed. If there are any questions about a trade, please contact the Call Chief for guidance before the trade is made. If a resident trades into a call the resident is unable to take due to not being trained at the site/having conflicting clinical duties/etc., the resident will be responsible for arranging coverage of this call.

### Backup Call

**Both 1st and 2nd backup call residents must be available by pager 24 hours/day for the Monday AM through Sunday PM shifts of the backup call week.** Backup residents must be ready to present for duty within 30 minutes for all clinical sites. When on 1st and 2nd backup call, you could be called in at any time during that week. Hence be advised you should refrain from any alcohol or other substance use during that week as you could be called in at a moment's notice to come in and see patients emergently.

If called in to cover, the backup resident must notify the operator at the site that s/he is now the resident on call. The 1st backup must also notify the 2nd backup that they have been called in and the 2nd backup resident is now effectively the 1st backup resident. The 2nd backup resident will remain the 1st backup resident until the original 1st backup resident has had at least 10 hours off between duty periods at which point s/he will officially return to the 1st backup role. If both backup residents happen to be called in on the same day, the Call Chief should be notified so additional backup coverage can be arranged and the residency remains in compliance with duty hour rules.

**If a backup resident is called in to cover any part of a call, the resident who called in the backup resident will owe an entire call and the back-up resident will receive a call break.** This might include paying back the call in a future cycle or orchestrating a trade in the current cycle; means of pay back are dependent on the specific situation (i.e. the call needs to be paid back before either resident graduates, fast-tracks, or transfers to Boise). The Call Chief should be notified if attempts to facilitate this are unsuccessful and will hopefully be able to assist in these situations.

Trading backup call is permissible in either week or day increments. If trading certain days of backup call, residents must have at least 10 hours off between scheduled and any potential duty periods.

### **Family/Medical Emergency Leave**

The Call Chief should be notified as soon as possible in the case of an extended family/medical emergency leave so any open calls can be filled. This is particularly important to cover any night float weeks that the absent resident will be unable to fulfill. The Call Chief will seek volunteers to cover the newly opened calls. If unable to secure sufficient volunteers, a lottery of eligible residents (determined by ability to receive call breaks in the next call cycle and currently rotating in Seattle) will be drawn from in order to cover the remaining calls. Residents who take additional call, either by volunteering or by random assignment, will receive equivalent call breaks the following call cycle. The absent resident will owe the missed calls to the general call pool.

If a resident has a short-term medical/family emergency, the resident is to notify the 1st backup resident as soon as possible. If it is within one week of the known absence, it is at the discretion of the 1st backup resident to try to facilitate a volunteer instead of having to take the call. Depending on the situation, the 1st backup resident may enlist the help of the absent resident in finding someone to take the call. In certain situations, the Call Chief may need to be involved as well. Regardless, the absent resident is responsible for making up the call.

If a 1st backup resident is unable to take any of his/her assigned days/weeks, the 2nd backup assumes the role of 1st backup and a new 2nd backup resident will be assigned, using the volunteer-then-lottery approach outlined above. If the 2nd backup resident is unable to take any of his/her assigned days/weeks, a new 2nd backup resident will be assigned using the same procedure. In either case, the absent resident will owe either equivalent backup weeks or, if unable to facilitate this, 2 calls for week of 1st backup missed and 1 call for week of 2nd backup missed.

If, after the call schedule is completed, a resident is unable to fulfill his/her call obligations (due to withdrawal from program, going on leave, etc), his/her call will need to be covered. Similar to the strategy outlined above, residents will be asked to volunteer, knowing equivalent call breaks will be given in the next call cycle. If there are no volunteers, a lottery of eligible residents will be held, knowing equivalent call breaks will be assigned to the chosen residents.

Related to this, expecting residents will not be assigned call 4 weeks before a pregnancy due date due to risk of emergent medical leave; this is in effect for female residents but will definitely be considered for male residents at their request. Similarly, if a due date becomes known after the call schedule is finalized, the expecting resident will need to trade out of any assigned calls within 4 weeks of their due date; the Call Chief may be enlisted for assistance if this proves challenging.

If a resident who is being trained is sick, the trainer can take the call solo and needs to notify the operator that they are now the primary resident. The ill resident will need an additional training resident assigned for a future call. The Call Chief should be notified so this can be arranged. The

resident who was to be trained will owe a call to the call pool to make up for this additional call assignment.

## Training Call

Each resident who is new to a clinical site receives training call, wherein s/he is supervised by a senior R3/4 resident. Specific guidelines for training call are covered thoroughly in the Train the Trainers workshop (attended by R3/4s at the start of the year) and manual available on the residency website. Briefly, the training resident should confirm meeting location and time before the shift with the resident to be trained. If the resident to be trained finds him or herself without a training resident and is unable to contact the training resident, he or she should contact the 1st backup resident (who will then be owed a call by the absent training resident). Most importantly, both training resident and resident to be trained should plan to be available to work together throughout the entirety of the assigned call shift.

## Training Call Requirements

- 1) HMC: 1 AM training call + 3 PM training calls
- 2) UW or VA (2nd yr): 1 each AM + 1 PM training calls
  - a) For new 2nd yrs: 1 AM + 2 PM training calls at each site, UW and VA
- 3) UW or VA (1st yr): 1 Friday night intern call + 1-2 training weeks on consults

## Call FAQ

- 1) When does call start?
  - a) Please consult the PRON for each site but generally speaking
    - i) HMC AM shift 8AM – 8PM, HMC PM shift 8PM -8 AM
    - ii) VA AM shift 8AM – 6PM, VA PM shift 6PM – 8AM
    - iii) UW AM shift 8AM – 6PM, UW PM shift 6PM – 8AM
- 2) What do I need to do to trade call?
  - a) Seek a trade—appealing to a specific person with a specific desired trade is generally more successful than emailing the residency at large
  - b) When you have arranged a trade, notify Athena + the appropriate person at the site as listed on the Call Schedule webpage
    - i) Lisa Canady at the VA – [lisa.canady@va.gov](mailto:lisa.canady@va.gov)
    - ii) Gayle Schneider at HMC – [gschneid@uw.edu](mailto:gschneid@uw.edu)
    - iii) Athena Wong at UW – [aswong@uw.edu](mailto:aswong@uw.edu)
  - c) Training residents can trade training calls only with other residents who are eligible to be training residents; the resident to be trained should be notified of the switch as well
  - d) Residents to be trained should not trade training calls as these are specifically assigned according to their individual schedules
- 3) What do I need to do to call in the backup resident (sick/family emergency only)?
  - a) Page the 1st backup resident as listed on the Call Schedule
  - b) You will be responsible to pay back the call; please arrange this with them in a timely and convenient manner and notify the appropriate people (Athena+) of the change

- c) Confirm with the 1st backup resident that they will notify the operator at your call site of the change
  - d) If you are unable to contact the 1<sup>st</sup> backup resident within 30 minutes then contact the 2<sup>nd</sup> backup resident
- 4) What if I am called in on backup call?
- a) Call the paging operator at the site to let them know that you will be covering the call and to inform them of your pager number
  - b) Let the 2nd backup know (during reasonable hours) that they are now at risk of being called in
  - c) In a timely yet convenient manner, arrange for the resident who called you in to cover one of your calls and notify the appropriate people (Athena+); if this proves exceedingly difficult, notify the Call Chief/Chair for assistance

## **Call Committee Roles and Responsibilities**

### Members

The Call Committee is composed of approximately 5 resident members + 1 Call Chief. There should be at least two representatives from each class. Two R1 residents will join at the spring meeting of their R1 year.

### Selection

Two new members will be added each year from the Seattle Track R1 class. Interested volunteers will be solicited from the class and then voted on by the class, with tie-breaks determined by re-vote or coin toss at the involved parties' agreement. The Program Director will also have discretion in this process.

### Responsibilities

- 1) Call Committee Member
  - a) Attend at least 1 of the main scheduling meetings
  - b) Attend other call meetings throughout the year to address unforeseen call issues (rare)
  - c) Each member will get up to 2 call breaks every six months in accordance with the number of meetings attended (if only able to attend 1 meeting, will receive 1 call break; 0 meetings = 0 call breaks)
  - d) Term lasts through scheduling cycle of graduation (fall meetings to make spring schedule for June graduates)
  - e) In an identical manner to the residency at large, call committee members submit their call requests on Call Request Forms and are scheduled for call at the same time as their respective resident cohort.
- 2) Call Chief\*
  - a) Facilitate call committee meetings
    - i) schedule and set the agenda for meetings
    - ii) prepare required documents (including Call Request Form, scheduling documents as need from the Program Director, etc)

- iii) maintain and update the call manual
- b) Finalize call schedule with complete records and analysis of call by class including breakdown of:
  - i) shifts (AM/PM)
  - ii) site (HMC, VA, UW)
  - iii) holidays
  - iv) training calls and solo calls for senior resident
  - v) call breaks and calls owed
  - vi) backup weeks
- c) Review finalized call schedule with Residency Program Director as needed
- d) Recruit new R1 members and facilitate voting if applicable
- e) Answer questions about call throughout the year (permissible trades, schedule changes, etc)
- f) Deal with call issues and more global changes (coordinating coverage for unanticipated absences, addressing proposed policy changes, etc)
- g) Serve as liaison between Call Committee and Program Director

\*The Call Chief is appointed via the Chief Resident Selection process (or voted on by the Call Committee and approved by Residency Program Director if a Chief Resident candidate is not available)

\*The person in this leadership role will receive dedicated Chief/Academic time as arranged with Residency Program Director

### **Call Schedule Planning, Timing, and Getting Started**

GOAL: complete all 3 meetings at least 6 weeks before schedule is in effect

- 1) Modify and then email Call Request Form to shrinks 1-2 weeks before due date
  - a) confirm start and end date of 6 month block
  - b) indicate switch dates for R1s as well as monthly switch dates for R2s
  - c) indicate University holidays (VA does NOT get the Friday after Thanksgiving and DOES get Columbus Day in October)
  - d) confirm and indicate the Residency retreat (usually 2nd Monday in September); no PM call assigned on this day, shift night float Monday-Friday for this week and notify the 3 residents assigned
  - e) distribute Call Request Form with brief instructional email (see appendix for example)
  - f) important to email new R1/2s in the spring as well—Athena can provide you with non- UW email addresses for this group
  - g) email Athena the Call Request Form as well (for uploading to resident website) and ask her kindly to have a Call Request Form collection envelope available in the Residency Office
- 2) Hold meetings
  - a) Spring meetings: late April-early May, must be held after Rites of Spring and scheduling is completed by Program Director
  - b) Fall Meetings: mid October-early November

- 3) Call Chief should have 1-2 weeks to do final checking before emailing TOAD screen shots to Athena for transposition to residency website
- 4) After transposed, all Call Committee members assist with proofreading transposition
- 5) email shrinks with call rules/things to check for and make adjustments as needed (sample email at the end of this document)
- 6) finalize schedule 1 week later

### **Agenda for Meetings**

#### PREP (to be completed by Call Chief prior to meeting)

- 1) Obtain residency numbers from Deb (residents per year, any residents on leave or working residents per year, any residents on leave or working)
- 2) Prep for fall
  - a) update resident list (by year, track, fast-tracking)
  - b) have copies of night float and rotation schedules (from Deb)
- 3) Collect call forms from residency office, note how many residents are missing forms and have blank call form for each
- 4) Make backup week template
- 5) Make holiday template (based on UW holidays—see website; VA only generally does NOT get Friday after Thanksgiving and DOES get Columbus Day in October)
- 6) Update holiday log
- 7) Update call break log
- 8) Print out last week of previous call cycle (to prevent >q4 during transition week)
- 9) Mark on each residents individual forms
  - a) Make sure R1s and R2s wrote rotation month and site
  - b) Number of calls needed (training and non-training)
  - c) Calls owed or call breaks owed, as well as backup weeks owed/done according to records from previous cycle
  - d) Check and mark night float weeks, vacation weeks, training weeks (R1s only, because that week is when they do Friday night intern call)
  - e) Mark off day before continuity clinic for R2-4s
  - f) Mark off final week of June for residents who will be graduating, fast-tracking, or transferring to another site
- 10) Create new TOAD file with start and end dates as well as holidays
  - a) Begin entering residents by year
    - i) Create TRAINING CALL resident and enter TRAINING CALL in training call spot in TOAD (to identify need for R3/4 trainer to be assigned)
  - b) Enter night float weeks in TOAD

#### BIG MEETING

- 1) Backup weeks
  - a) Assign

- i) R3s: 2\*2nd backup in fall, 2\*1st backup in spring; R4s: vice/versa)
  - ii) If too many residents for # backup weeks, give R4s breaks by lottery
  - iii) Assign graduating, fast-tracking, or moving residents weeks earlier in the cycle if possible
- b) Enter backup weeks in TOAD
- c) Enter backup weeks in excel file
- 2) Holiday call
  - a) Assign R1s first (all Saturday pms, all other pms that don't violate 24 hr rule) then go in sequential order up to R4s
  - b) Update holiday call log (count night float over holidays)
  - c) Enter holiday call in TOAD
  - d) Enter holiday call in Excel
- 3) Set meeting dates for next cycle and mark off days on call committee members' forms (BIG MEETING very late April-early May/mid October with 2 smaller meetings following)

### **R1/2 MEETING**

- 1) Mark # calls needed [ ] at bottom of form, cross off [x] as calls assigned
- 2) R1s
  - a) 1HMC AM shift + 3 HMC PM shifts for the entire year
    - i) Assign shifts based upon when they are working at HMC
      - (1) Assign Saturday HMC PM shifts to R1s
      - (2) Assign each R1 only at HMC this cycle 1 HMC AM training call
      - (3) Assign R1s only at HMC most or all of their HMC PM call this half of the year
      - (4) Assign R1s at UW and HMC  $\frac{1}{4}$  to  $\frac{1}{3}$  of their HMC PM call this half of the year
      - (5) Assign R1s at VA 0 HMC PM calls this half of the year
  - b) Training calls
    - i) Need 1HMC AM training and 3 HMC PM training
    - ii) Assign 1 Friday night intern call for R1s at UW and VA on the Friday of their training week
      - (1) On the TOAD schedule, the R3 trainer should be listed as the primary resident; the R1 should be listed in the trainer slot to delineate these as training calls and avoid trading with a person unauthorized to train
- 3) Assign R2 call: 10-12/cycle (approximate:  $x \text{ #calls} + \text{#NF wks} = 28-29$  for the year)
  - a) First, add extra night of night float first for those who wish to extend night float (between weeks and not preceding or following night float weeks)
  - b) Assign those with more complicated schedules/requests first
  - c) HMC
    - i) No Fridays for R2s during PES month (cannot work at UW/VA since shift starts before 8PM)
    - ii) Assign 2 HMC AM during HMC consult (or inpt or PES) months
    - iii) Assign 1 HMC PM during HMC inpt (or PES or consult) months
  - d) VA/UW
    - i) Assign VA/UW AM/PM calls during corresponding VA/UW consult/inpt months

- (1) Identify need for R3/4 trainer by entering TRAINING CALL in training call spot in TOAD
- e) Track call by site and AM/PM (HWE/H, HWN; UWE/H, UWN; VWE/H, VWN) and try to keep as even as possible (okay for 2-3 call bias towards resident's am/pm preference if specified)
- 4) Double-check all call forms w/TOAD
- 5) Add # TRAINING CALL + # OPEN CALL = # call left for R3/4s
- 6) See excel file to calculate base # calls/year with weighted part-time statuses, leave, etc

#### R3/4 MEETING

- 1) Assign R3 call
- a) 1HMC TC and 1 remaining HMC solo call (if any remain)
- b) 1 TC at VA/UW
- 2) Assign R4 call
- a) 1HMC TC
- b) 1 TC at VA/UW + any extra that remain
- 3) Assign VA/UW call in 2:1 ratio
- a) R3s 1 UW, 1 VA; R4s 1 UW/VA (repeat until gone)
- b) Track type/number, keep as even as possible between UW/VA and am/pm
- c) Use lottery and common sense when numbers are not even (ie mind who is fast-tracking/graduating and can't be paid back)
- 4) Enter R3/4 call in TOAD
- 5) Double-check R3/4 call forms with what is entered in TOAD
- 6) 5. CHECK, CHECK, DOUBLE-CHECK!—make trades to even things out as much as possible
- a) Holidays by year (R1-4s)
- b) HMC v. home call (R2s, R3s, and R4s)
- c) Training call v. solo call (R3s and R4s)
- d) Weekday v. weekend post-call days (R3s and R4s)

After Athena emails the chair that she has transposed the schedule we sent her to the residency website, each call committee member checks 2-3 months for transposition errors. After the call committee has checked the schedule, notify the residents that the preliminary call schedule is available (see email template) and also email the involved residents the training afternoon and intern call schedule (see email template).



## SAMPLE CALL REQUEST FORM EMAIL

Hi,

I'm sure you can hardly believe it, but call request forms for January-June are now available (and attached to this email). You might be thinking, "Already!" I agree. It is a little early. However, these forms (which will also be available in the residency office as of tomorrow) will not be due until Thursday October 9 which gives you three whole weeks to contemplate exactly which days you do not want to be on call. And if you are worried that in the span of three weeks you will completely forget that call forms were due, you are not fit to be a resident...no, no, I kid. I will send a reminder email before they are due. However, if you want to turn your call sheet in early to the residency office you are more than welcome to do so. The call schedule should be available within about a month after the forms are due.

A reminder of how this works...

-MARK OFF ALL VACATIONS/LEAVES/ETC even if you have told Suzanne, your attending, your chiefs, etc.

-mark off assigned night float and assigned vacation weeks

-if you have no preferences, please fill out a form regardless as we use other information on the form to make the schedule

-If you need to add or change requests of any kind, you will need to resubmit a form; we will not make changes to your call form for you

-complete and return via one of the following:

-placing in envelope outside the residency program office

-fax to 206-685-8952

-mail to Box 356560

THE CALL FORMS ARE DUE BY THE END OF THE DAY THURSDAY, 10/9!!!

Thanks,

SAMPLE CALL SCHEDULE IS NOW ONLINE EMAIL

Hello,

The preliminary call schedule is now posted at:

<https://psychres.washington.edu/callschedules/callschedule.asp>

Also, if you are an R3 or R4 on call the night before a clinic day in January, let your supervisor know as soon as possible that you will be post call the next day so that your clinic schedule can be cleared.

PLEASE DO NOT TRADE ANY CALLS UNTIL THE CALL SCHEDULE IS FINALIZED--YOU WILL BE NOTIFIED.

DEADLINE FOR REVIEWING IS: Friday November 14 at 5 pm, but do feel free to email me with issues as soon as possible!

Please check that you are not:

- on call Fridays when you are on your PES rotation unless it is at Harborview (R2s)
- on call during backup weeks (R3s and R4s)
- on call during a known leave of absence, including 4 weeks before due date
- if you are an R1, make sure you have been assigned a total of 3 HMC PM training calls and 1 HMC AM training call
- if you are an R2 and have not been trained at a site, make sure you have been assigned 2 training nights and one training day at that site

Also, PLEASE NOTE in regard to vacation leave: all leave must be approved by the attending you will be working with AND the chief resident at the site you are assigned. Just because you have not been assigned call does not mean that your leave has been approved! In general, plan ahead and get approval.

The breakdown of call distribution is below.

In brief:

R1s

- 3 HMC Saturday PM calls + 1 HMC AM training call for those rotating only at HMC January-July; some of you who completed all your Harborview months last cycle will have no call, some of you who did some Harborview call last cycle will have less than 4 calls this cycle. The main thing is that everyone should have done 4 HMC calls by the end of R1 year. Some of you will have done 5 and will get call breaks next year.
- 1 "Intern Call" for those of you rotating at UW or VA this block (a Friday night during your training week. On the schedule you are listed as the trainer to signify the fact that the shift ends at 2 am and the R3 training you remains on call)
- 3 weeks night float at HMC for the year

R2s

- 11 calls this cycle
- approximately 2 HMC day calls, 1 HMC night call
- attempted to maintain approximately equal number of days/nights per resident unless you stated a preference for nights

- number of calls per site dictated by training needs and rotation schedule and often not equal. This is because we have not placed you at a site you have not been trained at until you have your first rotation there. For example, some who have not been at the VA yet and do not rotate there until late in the year will have no call there until the first rotation there. You should find the distribution a little more even than it was in the first half of the year

- 6 weeks night float for the year

#### R3s

- 9 calls this cycle

- some randomly were assigned an extra call and will receive a call break next cycle

- 2 weeks of first back-up

- roughly 1-3 training calls.

- approximately equal number post-call weekdays for cohort except for those who stated preference for mini night float blocks

- attempted to make VA/UW calls as even as possible. We keep records regarding who has had shifts skewed to either the UW or VA in order to even this out over time, but this is of lower priority than making other things equal such as days/nights

- 2-3 HMC calls

#### R4s

- 5 calls this cycle

- 1-3 training calls

- 1-2 HMC call

- 2 weeks 2nd backup

Please email with questions, issues, etc.

Thank you,