

## Chapter Member Spotlight



**Name: Jolene Collins, M.D.**

**Practice location: Los Angeles**

**Number of years in practice: 14 Years**

I am a Californian through and through. I was born in Long Beach, California. I often tell people it is the biggest small town because everyone is friendly and knows your business. I did undergrad at UCLA and medical school at UCSF and completed an Area of Concentration in Medical Education. From there I crossed the bay and completed my residency at Children's Hospital and Research Center Oakland, before joining UCSF. I

moved down to LA after and have been at CHLA since then, initially as a staff physician and now as faculty. I received my Masters in Academic medicine from USC after joining the faculty. I spent the first 10+ years of my career practicing in East LA in an AltaMed clinic through the partnership between the two. I now serve as the Director of Education for the Division of General Pediatrics, where I have the privilege to oversee the general pediatric training for a variety of learners.

### **What do you do before work that sets the tone for your day?**

I am not sure if I do anything special. I would say I enjoy a hot shower. Not long, but hot water can be both rejuvenating and relaxing.

### **What are some challenges or struggles that you face at work?**

In my role I often have to balance competing priority and expectation. It is particularly difficult when one of the expectations is viewed as professional responsibility. For example, not a lot of people want to have a Friday afternoon shift, which I totally get after a long week, but if that is the shift that a lot of patients want to make appointments, and a time that learners need to be scheduled, what do I do? Or, if I am working with faculty who are volunteering for a teaching session and learners don't appear engaged because they want something different.

I want faculty to enjoy their role as educators, so I try to think of how it can be a win for everyone: faculty, learners, and the clinic team. I strive to be fair when working with faculty and try to accommodate as much as I can. This can make it particularly frustrating when there feels like there is an unwillingness for someone to move beyond their perspective to meet half way or to offer solutions. Sometimes this can lead to some faculty having to do more than their share of work and subsequently, not enjoy their teaching experience. This is leading some to leave education.

### **How do you work through or overcome your challenges or struggles?**

Like many, my first step is to get past the first emotional response. Then I can think more clearly about the situation and problem solve. I will ask for feedback from those around me and

guidance from those with more experience. I will also check in with those impacted on the other end. I also try to respond calmly.

**After work, what do you do for your own wellness?**

Whatever I want. Not work. Unless it is something cool I am working on, then that. There is not a dichotomy between work and wellness and sometimes the ebb and flow can be minutes and I recenter myself by asking if this is an issue worth fighting over or decompressing by playing Pokémon Go. Sometimes, it is hours, and I call up that listening ear to vent or process. Other times, it is over months and I spend my creative and organizational energy to plan travel and do a hard reset in a different country. It all depends on how far I feel from my center and what was the trigger.

**From what/whom does your inspiration or motivation stem?**

Passion. While I tend to appear rather even keeled, I have always felt that having conviction about something is a necessary driving force. In my work, it is partially a sense that our health care system is inadequate. Yet, I focus on what I can do with my skills and opportunities I have been blessed with to be a positive force.

**Wellness Tip: What is the one thing you would recommend to our readership to do each day to take care of oneself?**

Sleep! Just kidding. I don't know if I can say this is something you can do every day... I don't believe wellness is like sugar you can just sprinkle over your life... but, I would say it is important to always try to remember who you are and don't be afraid to do things differently. With the birth of both of my children I didn't take all of my leave at once. Going from a routine working beyond the 8-5 to full stop with a newborn can be unsettling and no one wanted to “ruin” my time by telling me anything about work, which made it worse. I liked my role. Work and being a mother are both fulfilling, in different ways. So I broke up my bonding time and went back to work to participate in key portions of the academic calendar and was able to take special time later to bond with my baby and family when they were older and I could experience their firsts as they explored the world. Now I still bring my oldest to meetings and conferences where he loves to wear his suit, put on his name badge and draw while mommy does “work” in hopes that he can join work dinner parties and talk to all his aunties after. Other people’s advice to take all my leave plus some or to leave the kid at home, both don't work for me. For me wellness comes from being true to yourself to get things done. Text me to ask me a quick opinion when you didn't know I was on vacay? I don't mind because it is one less email for me to read on my return or decision I find out after the fact, but I am not going to check my work e-mail and there will be no work email or apps on my personal phone.