

## 2026 Davee Foundation Lecture and Resident Research Day

### Abstract

**Nahae Kim, MD, MPH**

**Northwestern McGaw Family Medicine Residency at Lake Forest**

**Title: Inbox Management in Primary Care Residency Settings**

**Purpose:** The expanding use of electronic communication in healthcare has increased patient and staff access to clinicians but has also substantially added to administrative workload. The burden of administrative work, erosion of work-life boundaries, and lack of inbox management training are all linked to clinician burnout. Within residency training, inbox management is further complicated by a lack of standardization, variable supervision, and inconsistent integration into clinical workflows. This study aims to explore family medicine residents' experiences with inbox management. Findings will guide targeted, feasible interventions to improve inbox workflows-- the goal being to enhance both patient safety and resident experience.

**Methods:** Semi-structured individual interviews with residents of the Lake Forest family medicine program were conducted using purposive sampling to capture variation by postgraduate year and recent rotation type. Interviews focused on residents' experiences-- including what aspects of inbox work function well, where residents encounter challenges, and how inbox responsibilities fit into their clinical training and daily workflows. Discussions also explored residents' perspectives on how the residency program could better support inbox management. Interviews were audio-recorded, transcribed, and de-identified. Findings will be summarized descriptively and compared across training levels and clinical contexts to identify recurrent issues and high-impact improvement opportunities.

**Results & Conclusions:** Data collection and analysis are currently in progress. Anticipated results include identification of commonly reported inbox challenges, areas of unclear supervision or responsibility, situations associated with increased after-hours work or perceived safety risk, and resident-suggested workflow or training improvements.



Family Medicine Residency at Lake Forest

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#### Supervisor:

Dr. Doan Le

#### Residents:

Nahae Kim, MD, MPH

Megha Gangadhar, MD

Sandra Spsychalska, MD

### Northwestern McGaw Family Medicine Residency at Lake Forest

#### Title: An integrative approach to the management of pediatric otitis media: a review of current literature

**Purpose:** Otitis media (OM) is one of the most common reasons for pediatric ambulatory care visits and antibiotic exposure in childhood. Given the risk of antibiotic exposure and limitation of symptomatic care to acetaminophen and ibuprofen, many patients and families resort to complementary and alternative practices for OM. The 2012 National Health Interview Survey (NHIS) found that 12% of children had used or been given some form of complementary health product or practice during the past year. A current literature review is needed to help clinicians caring for children navigate the efficacy and safety of some of the most common integrative therapies. This systematic review synthesizes and critically appraises the current evidence on complementary and integrative practices for the management of pediatric otitis media, with the goal of clarifying their role alongside conventional care.

**Methods:** A systematic literature review was conducted of generally healthy pediatric patients aged 0–18 years with OM. Eligible studies included meta-analyses, systematic reviews, randomized controlled trials, cohort studies, and case-control studies with  $\geq 10$  human subjects, published in English (or translatable). Studies were excluded if the complementary or alternative therapy was not the primary intervention or if participants had underlying health conditions including immuno-compromised state, chronic ENT or craniofacial abnormalities. A comprehensive search of MEDLINE/PubMed, Cochrane Library, Embase, CINAHL, Web of Science, and ClinicalTrials.gov was performed through July of 2025. Abstracts were imported into Rayyan, an online systematic review screening platform, for screening and review. 2711 articles were imported with 145 removed due to duplication. Two review authors independently screened the full title and abstract of the remaining 2566 articles against the inclusion criteria. Following initial screening, 148 full-text articles were independently reviewed by two reviewers, with rotating reviewer pairings used to minimize bias.

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**Results & Conclusion:** The literature suggests that several integrative modalities—including nutritional supplements, herbal preparations, probiotics, and other non-pharmacologic interventions—may offer symptomatic relief or preventive benefit in selected pediatric patients, particularly during observation or watchful waiting. However, the overall quality of evidence remains limited with methodological weaknesses, small sample sizes, and heterogeneity in interventions and outcomes. An integrative approach to pediatric otitis media shows potential as an adjunct to standard management, especially in reducing symptom burden and supporting observation strategies.