

Case 2

Poorly organized presentations

Jack is a 4th year sub-intern on your team. He is going into psychiatry and chose to do his required sub-internship in pediatrics. Jack is very thorough in his data gathering, has a wonderful bedside manner, and connects well with his patients and families. He actively participates in the care of his and the other team members' patients. On rounds, however, his presentations are lengthy and poorly organized. He provides too many details and it appears that he presents the data in the exact order that he obtained it. Likewise, his sign-outs to the night team are just as lengthy and disorganized, lacking adherence to your institution's framework and detailing every bit of information about the patient. The residents on the night team are getting annoyed that it takes him 10-15 minutes to sign out one patient.

Feedback Script

Case 2 – Poorly Organized Presentations

<p>Step 1: Identify the Trigger Behavior</p> <ul style="list-style-type: none"> • <i>Describe specific examples</i> 	<ul style="list-style-type: none"> • Presentations – disorganization, reporter level • Signouts – disorganization, reporter level
<p>Step 2: Identify Milestone-based correlation</p> <ul style="list-style-type: none"> • <i>Correlate behavior to milestone anchor</i> 	<ul style="list-style-type: none"> • PC1 – Data gathering, no synthesis (Level 1) • PC3 – Provide transfer of care using a standardized template (Level 1)
<p>Step 3: Target High Yield Feedback Points</p> <ul style="list-style-type: none"> • <i>Real issue behind behavior</i> • <i>Identify impact of behaviors</i> 	<ul style="list-style-type: none"> • Doesn't know pertinent information • Communication breakdown between colleagues • Unsure if the person know what the expectations are • Family and patient care is affected when people don't understand what is going on and each team member has responsibility for it • Patient safety - overnight, patients safety is dependent on the information provided • As a clinician, processing and synthesizing the data is important no matter what field you go into
<p>Step 4: Create Brief Script</p> <ul style="list-style-type: none"> • <i>No more than 3-4 sentences</i> • <i>Neutral language</i> • <i>Focus on behaviors and actions</i> 	<p>You have been great with patients and have a great bedside manner. You are very thorough with the information that you present with and the next step would be to synthesize the data and tell the story of the patient in a succinct manner so that the team has a better understanding of what is going on with the patient. Imagine yourself in the role of the receiver of information and what you need to take care of the patient at during the day or night.</p> <p>Team needs pertinent to info to take care of patients overnight and the giver of the information has a great responsibility of being able to process the information into a</p>

	<p>story that the team can understand and understand the priorities for the day or night.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Say why synthesis and succinctness are important • Consider telling him to imagine himself in the role of the receiver i.e. his time constraints and needs to go around and can't spend so much time at signouts •
<p>Step 5: Describe Possible Plan for Improvement</p> <ul style="list-style-type: none"> • <i>Create 1-2 specific methods for improvement</i> 	<ul style="list-style-type: none"> • Practice out loud prior to rounds to see if it makes sense • Work with senior or attending on presentation • Give yourself more time to pre-round and process the information better • Take the IPASS tool home to get used to the signout standard process. • Start with the assessment first and then create the presentation around it • Use the milestones level 2 and 3 to show the learner how to think about the presentation and handoff skillsets <p>Notes:</p> <ul style="list-style-type: none"> • Reframe presentation for them (eg "you said this, how about this as an example...) • Use a structured signout tool like IPASS • During practice start assessment and plan and then find what info in H&P helped you create it