

Case 25

Overreliance on team/decreased patient ownership for data and tasks

Becca is an intern on the day team for the second time. She has also done one block of the night rotation. She is very hard-working and dedicated to her patients, spending a good amount of time at the bedside. However, she is struggling with task completion and knowing her patients well enough from a medical standpoint. To-do list items are frequently forgotten requiring multiple prompts from her senior to complete. Further, she doesn't ask for help when she is behind, leading her to scramble when things need to get done and overreliance on others to complete her work. More than once, her senior resident needed to complete an H&P that was her responsibility. It is unclear if she expects others to do the work or know the information or other things are occupying her time and preventing her from taking full responsibility of her patients.

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Feedback Script

Case 25 – Overreliance on team/decreased patient ownership

<p>Step 1: Action Identify the Trigger Behavior</p> <ul style="list-style-type: none"> • <i>Describe specific examples</i> 	<p>Overreliance on team/Decreased in patient ownership when in hierarchy of team (intern over relying on senior and peers) – for data, tasks. For example, her senior resident has had to complete several H&Ps that were her responsibility.</p>
<p>Step 2: Subcompetency Identify Milestone-based correlation</p> <ul style="list-style-type: none"> • <i>Correlate behavior to milestone/EPA anchor</i> 	<p>PC2 Organize and prioritize responsibilities to provide patient care that is safe, effective, and efficient: Level 1.5-beginning to organize simultaneous care of a few patients with efficiency, but each additional patient or interruption in work leads to notable decreases in efficiency and ability to prioritize; prolonged breaks in task are common.</p> <p>SBP1 Coordinate patient care within the health care system relevant to their clinical specialty: Level 1-is not involved in the transition of care between settings, makes referrals, and requests consultations and testing with little or no communication with team member or consultants.</p> <p>Prof 1 Professionalization: A sense of duty and accountability to patients, society, and the profession: Level 2- Appreciates the role in providing care and being a professional, at times has difficulty in seeing self as a professional, which may result in not taking appropriate primary responsibility</p> <p>Prof 5 Trustworthiness that makes colleagues feel secure when one is responsible for the care of patients: Level 2-does not always voice awareness of or seek help when confronted with limitations; demonstrates lapses in follow through with task despite awareness of importance of tasks; follow-through may be limited due to inconsistency or yielding to barriers.</p>
<p>Step 3: Evidence 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"> • Despite being “close” to her patients and spending a lot of time bedside, there is an apparent lack of ownership of patients and tasks. • Others are required to complete her work, not allowing her to train appropriately and putting extra work on others. • Need to uncover what is causing this behavior: lack of knowledge of roles? Spending too much time bedside?

<p>Step 4: Script 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>Becca, you appear to care about your patients greatly and spend a lot of time with them. Where you can continue to grow is in your ability to complete tasks that are assigned to you and knowing the patients' details. For instance, on more than one occasion, your senior resident has completed H&Ps assigned to you. By over relying on others to complete your work and know your patients, I worry that you aren't getting what you need for your education and your peers are taking on extra work. Let's discuss what your roles are as an intern and reflect on what might be contributing to this issue.</p>
<p>Step 5: Strategy 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"> • Make a "to-do list" immediately after rounds and prioritize this list with your senior. • Use closed-loop communication with your senior and your team to ensure they know you are getting your tasks done. • Consider holding off on "social" visits with your patients until your prioritized tasks are done.