

## **Case 7**

### Doesn't seek help appropriately

You are on the service with a Jim, a senior resident. You have worked with him for a week now and have had a number of interactions with him on rounds as well as discussing patients overnight about management. You have noticed that often there were medication changes and execution of consultant plans without touching base with you as the primary hospitalist attending.

You were going to give some feedback at the end of the week because you feel that Jim may be a bit overwhelmed as a second year senior resident. Overnight you had multiple conversations with Jim about minor patient issues but when you got in the next morning, there were a few major issues that didn't get discussed in managing your patients (including a rapid response that was not relayed to you until you got to work the next morning).

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## Feedback Script

### Case 7 – Doesn't seek help appropriately

<p><b>Step 1: Action</b> Identify the Trigger Behavior</p> <ul style="list-style-type: none"> <li>• <i>Describe specific examples</i></li> </ul>	<p>Not touching base about consultant plans and executing orders without full discussions</p> <p>Major issues not being discussed/reported (eg: finding out Rapid Response was called without you being notified)</p>
<p><b>Step 2: Subcompetency</b> Identify Milestone-based correlation</p> <ul style="list-style-type: none"> <li>• <i>Correlate behavior to milestone/EPA anchor</i></li> </ul>	<p>PC5 – Develop and carry out management plans - Level 2 PROF 4 – Self-awareness of one's own knowledge, skill, and emotional limitations that leads to appropriate help-seeking behaviors - Level 2 - 3 PROF 5 – Trustworthiness that makes colleagues feel secure when one is responsible for the care of patients - Level 2</p>
<p><b>Step 3: Evidence</b> Target High Yield Feedback Points</p> <ul style="list-style-type: none"> <li>• <i>Real issue behind behavior</i></li> <li>• <i>Identify impact of behaviors</i></li> </ul>	<p>Not touching base on consultation plans leads to decisions being made on my primary patients without my knowledge. Additionally, not notifying your attending about RRT can lead to poor patient hand-overs and impact patient care. The first time you are a senior is overwhelming, and being in a new role can be challenging.</p> <ul style="list-style-type: none"> <li>• First time being a senior can be overwhelming</li> <li>• New role and expectations of self can be too high</li> <li>• Leads to trying to make decisions independently without asking for help</li> </ul> <p>All of the above can compromise patient care.</p>

<p><b>Step 4: Script</b> Create Brief Script</p> <ul style="list-style-type: none"> <li>• <i>No more than 3-4 sentences</i></li> <li>• <i>Neutral language</i></li> <li>• <i>Focus on behaviors and actions</i></li> </ul>	<p>Jim, being a first time senior is very difficult and learning all the different roles and executing them while taking care of all the patients bring on new challenges. Orders have been carried out without first discussing with me and this morning I came in to find out an RRT was called on one of our patients and you didn't notify me.</p> <p>I am concerned that you are trying to take on too much responsibility and the burden without asking for help and guidance. Even though you are a senior leading the team, you are also here to learn how to manage a team and learn about your limitations and when to ask for help. Having expectations set too high for yourself can preclude you from acknowledging your learning points and keep you from growing. Asking for help is not a sign of weakness, but rather medicine is a collaborative approach. Sometimes it gets busy and people forget or people are at time worried about calling the attending, but I want to assure you that I want to get those calls and have those discussions with you.</p>
<p><b>Step 5: Strategy</b> Describe Possible Plan for Improvement</p> <ul style="list-style-type: none"> <li>• <i>Create 1-2 specific methods for improvement</i></li> </ul>	<ul style="list-style-type: none"> <li>• Create standard check in times during the day and night</li> <li>• Ask about best modality of communication that would work for the senior and you (text messaging?)</li> <li>• Managing self expectation and working with 3<sup>rd</sup> year senior resident for more guidance—how? Perhaps you have suggestions or you'd like to elicit from Jim?</li> </ul>

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