

Program Director's New Implements for Your Assessment Toolbox

Easy to use methods for assessing patient care and interpersonal communications

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Overview: 3 Questions

1. How to select instruments?
2. Two instruments, what are they?
 - Phone MiniCEX
 - 6 Competencies Chart Audit
3. How to present results from instruments for accreditation?

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How to Pick Instruments

1. Brasington or Wash U. criterion: High ratio of fun+learning/ink

... but

learning=fun; 2fun= 1 /(ink x C)

SO...

fun/ink >1

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Phone CEX

- Shady Origins
 - Fragmented care
 - Episodic compliance
- Reasons to Use
 - Meets Brasington requirements better than any other instrument—faculty improves by sentinel effect
 - Communicates spirit of equality of clinicians
 - Eases feedback burden
- Special Requirements
 - Requires planning ahead, both fellow and faculty have to save up two or three phone calls
 - Dr. Rodak notes requirement for patients permission for conference call

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Mini CEX *New Innovations™* electronic format

- Evaluator: Roberts, William Neal
- Subject:
 - Rotation:
 - Employer: *Virginia Commonwealth University at MCV Campus
 - Evaluation Dates: 7/19/2006 to 6/30/2007
- PATIENT PROBLEM & DIAGNOSIS
 - Comments
- PATIENT DEMOGRAPHICS
 - Age
 - Comments
 - Sex (Male/Female)
 - Type
 - New
 - or Follow-up
 - Single Encounter
 - Multiple Encounter
 - Setting
 - Ambulatory
 - Inpatient
 - ED
 - Other
- EXAM DETAILS
 - Exam complexity Low Moderate High
 - Minutes Observing Exam Range from 1 to 90 Minutes
 - Providing Feedback Range from 1 to 90
- FOCUS (Select all that apply)
 - Data Gathering
 - Counseling
 - Diagnosis
 - Therapy

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MEDICAL INTERVIEWING SKILLS Facilitates patient's telling of story; effectively uses questions and directions to obtain accurate, adequate information needed; responds appropriately to affect, non-verbal cues

PHYSICAL EXAMINATION SKILLS Follows an efficient, logical sequence; balances screening/diagnostic steps for problem; informs patient; sensitive to patient's comfort

HUMANISTIC QUALITIES/PROFESSIONALISM Shows respect, compassion, empathy, establishes trust; attends to patient's needs of comfort, modesty, confidentiality.

CLINICAL JUDGMENT Selectively orders/performs appropriate diagnostic studies, considers risks, benefits

COUNSELING SKILLS Explains rationale for test/treatment, obtains patient's consent, educates/counsels regarding management

ORGANIZATION/EFFICIENCY Prioritizes; is timely; succinct

OVERALL CLINICAL COMPETENCE Demonstrates judgment, synthesis, caring, effectiveness, efficiency

EVALUATOR SATISFACTION WITH MINI-CEX
Comments (Please write about Strengths, Weaknesses and Areas for Improvement)

RESIDENT SATISFACTION WITH MINI-CEX

By checking this box, you certify that you are Roberts, William Neal and that you are electronically signing this document.
Date: 3/3/2007Submit Final | Save Draft | Email Subject
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What is the Intent?

- Almost always good
- To determine the answers to Dr. Leach's 3 central questions of accreditation:
 1. Does the program have a set of objectives?
 2. Is it structured & staffed so that it could possibly meet them, under ideal circumstances?
 3. What's the evidence that it does meet them? (outcomes driven accreditation)

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Attitude

- Embrace the intent of the regulation, become one with the regulator
- And* assume the hunter pose



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Sample Curriculum Activity and Evaluation Grid
Specific General Competency

Item, fragment, or dot point from "Essential Elements" section of a given competency in the Core Curriculum Outline	Training Period (each period contains several month-long clinical rotations)					
		Month 1 Introductory Rotation	Month 2-6	Month 7-12	Month 12-17	Month 18-24
Element	Performance Marker or Benchmark					

- Element of time
- Role of the evaluation tools in filling in the cells
- Role of fellows in filling out the cells...can only be fun if the fellows do it themselves
 - Early programmatic responsibility
 - The Brasington criterion

Summary

- Use the Wash U (fun/ink) criterion for picking assessment tools.
 - Then you can meet the bench mark of overcoming episodic compliance.

- Try a parallel care phone model with the mini CEX as currently constituted.
 - This exercise will prove that the Wash U. criterion works, usually.

- When presenting instrument results employ a grid format.
 - This method will help you get over a victim mentality when facing accreditation review.

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