



# ASSESSING AND COACHING PRACTICING PHYSICIANS WITH SUBCOMPETENCY SPECIFICS

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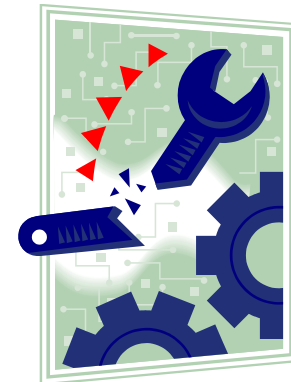
# BRING TO MIND A TROUBLESOME ASSEESSEE

- **What were problem areas?**



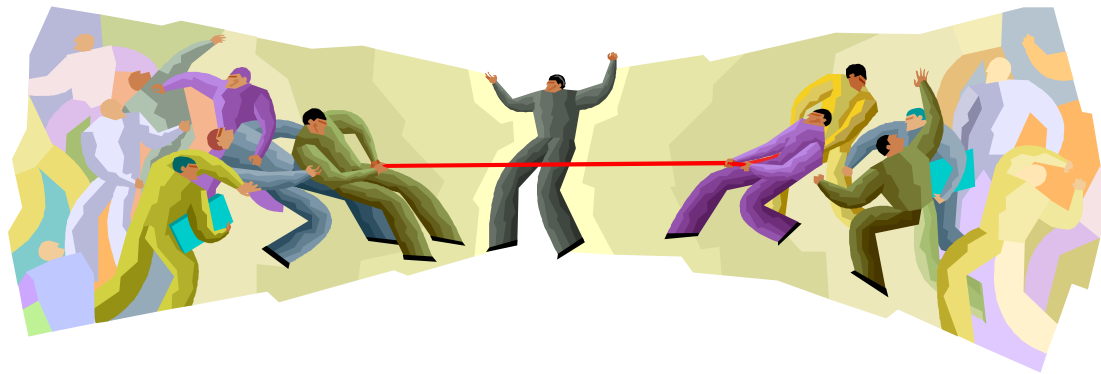
# SUBCOMPETENCIES

- **Acute care**
- **Chronic care**
- **Undifferentiated signs and symptoms**
- **Application of knowledge; clinical thinking**
- **Teamwork**
- **Self-improvement**
- **Professional communication**



# OBSERVATION TOOLS

- **Direct observation of care**
- **Multisource feedback**
- **Chart audit**
- **Structured oral interview**
- **Others**



# ACUTE CARE EXAMPLE

- **Gathers essential information**
- **Generates differential diagnoses**



## ACUTE CARE 2

- **Consistently recognizes common situations that require urgent care**
- **Stabilizes acutely ill patients appropriately**
- **Generates appropriate differential diagnoses for any complaint**
- **Develops appropriate diagnostic and management plans**



## ACUTE CARE 3

- **Consistently recognizes complex and uncommon situations**
- **Appropriately prioritizes responses**
- **Develops appropriate plans for complex and uncommon problems**
- **Addresses psychosocial implications**
- **Arranges appropriate transitions of care**



# ACUTE CARE 4

- **Coordinates care with consultants and community services**
- **Demonstrates awareness of personal limitations – procedures, knowledge, experience**





# ACUTE CARE 5

- Provides and coordinates care within local and regional systems



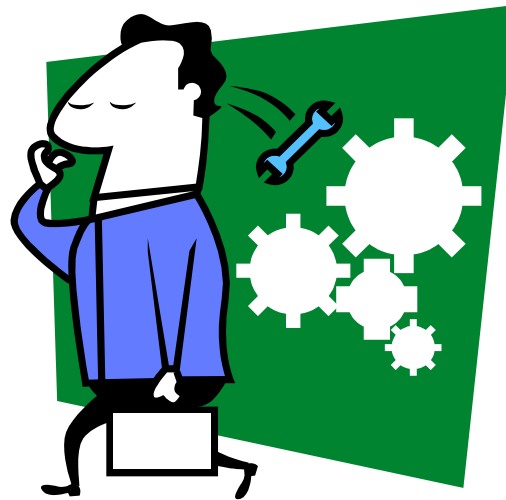
# TEAMWORK

- **Systems**
- **Communication**
- **Quality improvement**



# TEAMWORK 1

- Understands the importance of team and shows respect for all members
- Understands that quality care requires coordination and participates respectfully

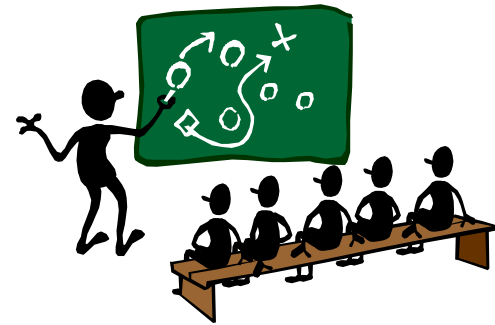


# TEAMWORK 2

- **Understands roles of all team members including patient and family and accepts responsibility for coordinating care**
- **Demonstrates consultative exchange with clear expectations and timely appropriate information**
- **Presents and documents patient data clearly, concisely, accurately, and with helpful organization**



## TEAMWORK 3

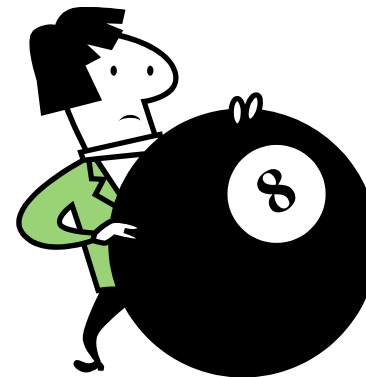


- Effectively uses the record to exchange information among health team members
- Communicates collaboratively by listening attentively, sharing information, and giving and receiving constructive feedback
- Engages the appropriate team to provide accountable, coordinated care centered on patient needs
- Assumes responsibility for seamless transitions of care
- Sustains a relationship as a personal physician with her or her own patients



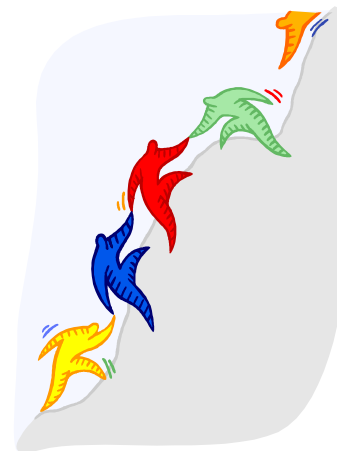
# TEAMWORK 4

- **Accepts responsibility for coordination of care and directs appropriate teams to optimize patient health**
- **Sustains collaborative working relationships during complex and challenging situations**
- **Effectively negotiates and manages conflict among team members in the best interest of the patient**



# TEAMWORK 5

- **Role models effective collaboration with other providers that emphasizes efficient patient-centered care**
- **Role models leadership, integration, and optimization of care teams to provide quality, individualized patient care**



# HOW COULD YOU COACH?

- Remediation
- Goals
- Steps
- Feedback
- Self-reflection
- Measured observation





# DOCUMENT RESOURCES

- <http://acgme.org/acgmeweb/Portals/0/PDFs/Milestones/FamilyMedicineMilestones.pdf> - the Accreditation Council on Graduate Medical Education and the American Board of Family Medicine
- <https://members.aamc.org/eweb/upload/Core%20EPA%20Faculty%20and%20Learner%20Guide.pdf> – the American Association of Medical Colleges

