

Station 6

Candidate instructions:

You are a junior ED consultant working at a tertiary ED.

Your department has recently received a formal complaint from the parents of a 16-year-old Ethiopian girl, who presented with abdominal pain during a night shift.

She was assessed by a junior registrar who diagnosed her with probable UTI and discharged her with oral trimethoprim, but she presented again the next day septic, secondary to pelvic inflammatory disease. She is currently admitted under the gynaecology team.

The complaint is against the registrar, who the parents of the patient believed missed the diagnosis and did not interact with the patient and family in a culturally appropriate manner.

You are meeting with the junior registrar in question, who does not know a complaint has been filed against him.

Your tasks:

- Explore and discuss the complaint with the registrar
- Discuss the importance of Cultural Competency and how it should apply to their clinical practice in the ED with the registrar

Domains assessed:

Leadership & Management (50%)

Health Advocacy (30%)

Scholarship & Teaching (20%)

Role-Player Instructions:

Case:

16yo female, brought in by mother and father, lower abdominal pain for 2 days, mild dysuria.

Subjective fever and chills. Vomited twice.

No haematuria, flank pain, peritonism, other significant symptoms.

Denied PVB/discharge or sexual activity (BUT parents were in the room - **only when asked**)

Didn't explore deeper, no HEADSSS assessment, didn't ask parents to leave room

Well patient, no PMHx/allergies.

Family spoke minimal English, you used a student nurse from Ethiopia to translate

Didn't even try for professional interpreter

Make slightly racist comment - they've been living in an English-speaking country for 5 years and still can't speak enough English for the hospital.

You trained in rural Australia, with predominantly white population

First year registrar

Never heard of cultural safety or cultural competency

Be naive and apologetic

Marking criteria

Cultural competency definition

- set of attitudes/skills/knowledge that allow you to interact effectively in cross-cultural situations
- reflection of own cultural identity
- recognise impact culture has on medical practice
- integrate culture into clinical context to meet patients' individual needs

Culturally competent patient care

- Take cultural history
- Incorporate health beliefs in Mx
- Access to support people
- Opportunity to speak to a cultural/religious rep
- Professional interpreter service

Complaints procedure

- Uses the complaints procedure
- Outlines major principles in initial or bedside response
- Lists all factors likely to contribute to the complaint
- Outlines a process to determine the appropriate contributors to the complaint
- Resolves the complaint by providing recommendations for improvement
- Outlines an educational process to communicate lessons learned from the process

Cultural competence

- Defines specific cultural competence terminology correctly (specify which terms relevant for that OSCE)
- Incorporates the patient's belief system to create a personalised management plan
- Describes commonly known socio-economic and historic cultural factors that contribute to health disparities within indigenous populations.
- Describes commonly known public health patterns for the indigenous population.
- Integrates specific communication skills relevant to the patient's culture to enhance delivery of health advice to patients.