



## **Cabrini Practice OSCE 2**

### **Candidate Instructions:**

You are the consultant in-charge of a day shift at a mixed Tertiary Urban ED. Your Registrar has asked for your assistance to talk to the mother of a patient who has represented to ED.

The patient's name is Amelia Ryan. She is 6 years old and presented 1 week ago with a sore right elbow after a fall from monkey bars. She was assessed by a resident in ED and had a right elbow X-ray performed. The resident interpreted the X-ray as normal and discharged her.

She had ongoing right elbow pain and saw her GP yesterday who phoned your hospital and found that the X-ray had been reported as a Gartland grade 1 supracondylar fracture. The GP has referred her back to ED for management.

You will be meeting with Kate Ryan, Amelia's mother. Kate is upset about the missed fracture and would like to discuss this with you.

#### **Your Tasks:**

1. Listen to and address Kate's concerns
2. Manage Amelia's fracture
3. Answer Kate's questions

#### **Domains Examined:**

|                                |     |
|--------------------------------|-----|
| Medical Expertise – Management | 20% |
| Communication                  | 60% |
| Leadership and Management      | 40% |



## **Confederate Instructions:**

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### **Your Tasks:**

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- 2. Manage Amelia's fracture*
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### **Confederate Instructions:**

You are Kate Ryan, a 40 year old woman whose 6 year old daughter, Amelia, has returned to the Emergency Department for management of her elbow fracture.

One week ago Amelia fell off the monkey bars onto her right elbow. You brought her to the Emergency Department where she was assessed by a doctor and had an X-ray. The doctor said the X-ray was normal and discharged her home with the diagnosis of a 'sprained elbow'. She did not receive any pain killers or sling or bandage for her elbow.

Amelia is a tough kid who doesn't usually complain but she has been in ongoing pain from her right elbow and has been unable to use it since the fall.

You were worried so you took her to see her GP yesterday. They phoned the hospital to check the X-ray report. The report stated that Amelia had a fracture of her elbow. Your GP was very unimpressed by this and suggested that the Emergency Department had been incompetent. The GP referred Amelia back to the Emergency Department to manage the fracture.

You are very upset about what has happened. Amelia has been in pain for 1 week and you are worried about any long term problems she may have with her elbow due to this missed diagnosis.

You felt that the doctor who saw Amelia 1 week ago was dismissive and uncaring towards her and then missed the fracture diagnosis and discharged her without a sling or bandage and didn't prescribe painkillers.

You are angry that no-one checked the X-ray report and that Amelia has suffered.

You will be aggressive towards the candidate regarding these events. You will cry and be very upset and distressed about your daughter's injury and pain she has been in.

You will feel guilty about delaying seeing the GP and partially blame yourself for the delay. You had a feeling that her elbow was fractured but since the Emergency Doctor told you she was OK you felt you shouldn't get her checked again since you were worried about being a pushy, over-protective mother. You now feel guilty you didn't advocate more for Amelia.

If the candidate accepts responsibility for the mistake and explains how they will investigate and manage this mistake you will calm down and accept their explanation. They are also required to manage Amelia's fracture.

**Some questions confederate can ask:**

*What the hell happened?*

*How could you miss this fracture?*

*Our GP said your ED was hopeless and told me this wasn't the first time you had stuffed up.*

*Why do you have unsupervised junior doctors treating patients?*

*Why should I believe your investigation into this will not just cover up the mistakes you have made since you are just investigating yourselves?*

*How are you going to avoid this happening again?*

*Will Amelia have any long term problems from this stuff up?*

*What do we need to do to fix Amelia's elbow?*

*How do I make a formal complaint?*

**Expected Candidate actions:**

The candidate should initially allow you to vent and explain what happened.

They should unreservedly apologize for this error.

They should explain that the X-ray report wasn't checked and the usual safety net system failed.

They should commit to investigating why this fracture was missed by the initial treating doctor (inexperience?, inadequate education?, inadequate supervision/staffing?).

They should also commit to investigating why the X-ray report wasn't checked.

They should arrange prompt management (sling +/- backslab for 3 weeks, pain killers) and follow-up of Amelia's fracture.

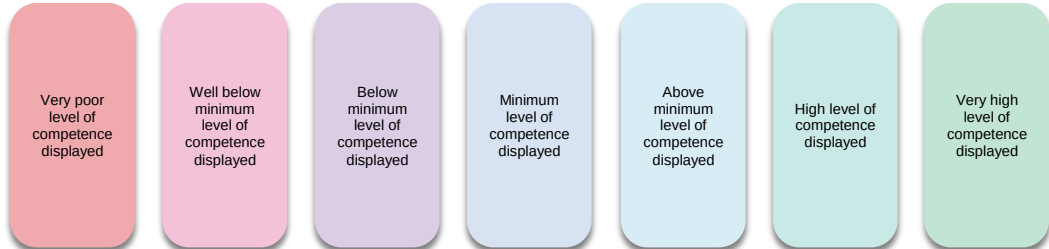
They should encourage you to make a formal complaint (or accept your feedback as a formal complaint) and direct you in how to do this.

They should arrange to follow-up with you to inform you of the results of their investigation.

## Examiner Marking Sheet

### COMPONENT ASSESSMENT

For each Domain below, select the ONE best option that best represents the candidate's level of performance. The option "**minimum level of competency displayed**" represents the level of safe independent practice as a **junior FACEM** in Australasia



|                        |                       |                       |                       |                       |                       |                       |                       |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Medical Expertise – Mx | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Leadership & Mx        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

[Detailed assessment criteria](#)

### Medical Expertise – Management 20%

- sling +/- backslab for 3 weeks
- analgesia
- outpatient orthopedic **follow-up**

### Communication 60%

Allows Kate to **vent**

Establishes **rapport**

**Acknowledges both** Amelia's suffering and distress and guilt felt by Kate

Demonstrates **empathy**

Appropriate verbal communication- **speech** tone/volume/rate

Nonverbal communication – **eye contact, demonstrates concern**

### Leadership and Management 40%

Clarifies events

**Unreservedly apologizes** for mistake

Commits to and describes thorough **investigation** – review medical record, speak to staff involved, review X-ray report checking processes

Gives timeline of investigation and arranges **follow-up** with Kate

Thanks Kate for her feedback

De-escalates conflict regarding GP's comments

Documents events, report to ED director/complaints manager



Cabrinini Practice OSCE 2022 OSCE 2

INFORMATION

Station Summary: Complaint management – missed fracture

EXAMINER NOTES (For examiner reference only)

OSCE 'incident reporting' notes: Please provide details if an issue occurs which may influence the candidate's exam outcome

e.g. protocol breach, candidate illness, etc.

**GLOBAL RATING FOR STANDARD SETTING:**

This scale is used in the standard setting process for the OSCE. Please rate the candidate's OVERALL performance in this OSCE. The rating should take into account the entirety of the OSCE, rather than just a sum average of the individual domain scores. This element MUST be completed for the standard of the examination to be set.

Well Below  
Standard

Below  
Standard

Just at  
Standard

Above  
Standard

Well Above  
Standard

In terms of a **safely practicing junior emergency physician**, select the ONE option that best reflects the candidate's performance in this station:

EXAMINER SIGNATURE:

Ref: The Emergency Medicine Manual, Dunn et al

[https://www.rch.org.au/clinicalguide/guideline\\_index/fractures/Supracondylar fracture of the humerus Emergency Department/](https://www.rch.org.au/clinicalguide/guideline_index/fractures/Supracondylar_fracture_of_the_humerus_Emergency_Department/)