

STATION 12 TRAINEE MENTORING

1. STATION SUMMARY

The candidate is a mentor to a new trainee, and has been informed by a DEMENT colleague that there are some performance issues with the trainee, in relation to over-confidence in clinical skills and knowledge, and professionalism. The candidate will meet with the trainee as their mentor to provide support and guidance, discuss the issues raised by the DEMENT, and explore the trainee's understanding of the outcome of the DEMENT meeting.

2. CANDIDATE INSTRUCTIONS

You are a FACEM in a tertiary ED with a large number of trainees. You have been allocated to be the mentor of a trainee Dr Kerry Smith. Dr Smith is new to your hospital and is only 6 weeks into their first term as an Advanced Trainee. Your colleague who is DEMENT has made you aware that there have been some performance issues with Dr Smith. The DEMENT has already met with the trainee to discuss these issues and has developed a plan to address them.

The main issues covered in the DEMENT meeting were

1. Over confidence in clinical skills and knowledge – the trainee has high level of “book” knowledge, was successful at the primary exam on their first attempt. However, in clinical practice, the trainee appears overconfident and has made significant management decisions without consulting seniors that have threatened patient safety.
2. Professionalism – the trainee has had complaints from nursing staff about being rude and condescending in clinical interactions.

The DEMENT has asked you to meet with the trainee in your capacity as mentor to provide support and guidance. Prior to today, you have been introduced but have not had much interaction “on the floor” and you have not yet had a formal meeting with the trainee until now.

Your tasks are to:

- Meet with the trainee and discuss the issues raised by the DEMENT.
- Explore the trainees understanding of the outcome of the DEMENT meeting.
- Provide support and guidance as the trainee's mentor.

This OSCE will assess the following domains:

- Professionalism
- Communication

3. ROLE-PLAYER INSTRUCTIONS

In this OSCE station you will be playing the role of an ACEM trainee who is underperforming. The candidate will be assuming the role of a FACEM who has been allocated to be your mentor.

You are new to the department and have only been an Advanced trainee for the past 6 weeks. You have found working in a new department challenging but you believe you have been doing a good job. You have recently had a meeting with the department's DENT in which your performance was discussed.

The main issues the DENT raised in the meeting were:

1. Overconfidence in clinical skills and knowledge – you have a high level of “book” knowledge, and were successful at the primary exam on your first attempt. However, in clinical practice, the DENT feels you are overconfident and have made significant management decisions without consulting seniors, which have threatened patient safety.
2. Professionalism – you have had complaints from nursing staff about being rude and condescending in clinical interactions.

You do not really understand the DENT's assessment and have left that meeting feeling somewhat angry and frustrated. You have a degree of lack of insight in to the situation. The DENT's concerns are actually valid, however you don't really understand the 'rationale' for their concerns. You think you are being unfairly targeted. You feel that you have been working really hard and generally turnover more patients than the other Reg's without having to 'check everything' with a Consultant – you thought that's what registrars were supposed to do? Now you feel you are being criticised for working hard?? You are glad at the chance to meet with your mentor and get them to see your side of the story.

Background Information

You have spent the last 2 years working in a regional hospital about 200kms from the city tertiary hospital where you are now employed.

Working in this small ED there were only 4 FACEMS on staff and the workforce was quite variable. You were often the senior doctor on shift in the evenings and nights and you felt comfortable in this role. The feedback from the senior staff was always very good. During this time, you submitted structured references and completed your provisional training time. You studied hard independently for the Primary Exam and successfully completed it on your first attempt.

You had never worked in a tertiary ED before but felt it wouldn't be an issue as you were used to working independently and making your own decisions – indeed you had been told you were working at a high level by your last DENT. You feel confident and believe that you are more capable than most trainees at your level because of your experience working independently.

Since starting your current job 6 weeks ago you have felt you have been doing a good job. You have been a little frustrated that you haven't been given the freedom to work independently, feeling that having consultants and nurses check what you are doing “all the time” is unnecessary. You do accept that the patient complexity is higher than you have been used to. For example, dealing with unwell oncology and transplant patients is new to you but you think “pneumonia is pneumonia” and you don't need have your hand held to manage that.

DENT Meeting

Your DENT met with you to discuss some issues stemming from two incidents. Your recollections of them are as follows:

1. You saw a 22 year-old patient with cystic fibrosis that presented with cough and chest pain. They had normal temperature and vital signs and did not look unwell. You felt that investigations weren't warranted given the patient looked well and so discharged them home with a diagnosis of LRTI. You made sure they had a follow up appointment with the GP within the next few days. It turns out the patient had a pneumothorax which required drainage via a small bore tube and the patient was admitted to the Respiratory Unit. The DENT felt that the issues here were twofold:

- That you should have been more broad thinking in your differential diagnosis in a patient with cystic fibrosis and that better knowledge of the condition and its complications would have prevented you from missing the diagnosis.
 - You could have sought senior input into the case given there was a consultant present on the floor supervising the area you were working in.
2. The DEMENT made you aware of a complaint from a senior nurse about you being rude. You were managing a patient with chest pain who had a significant history of ischaemic heart disease. He had an abnormal ECG but was pain free at the time. The senior nurse was asking about the findings on his ECG. You felt like she was trying to test your knowledge. You felt like this was not appropriate and she was challenging your ability to manage the patient. You do remember telling her off, *'Why don't you let me worry about the ECG, you worry about getting the medications I've charted.'*

You feel that in both of those instances you have been dealt with harshly. You don't believe your knowledge needs particular improvement, you feel you know more than most trainees at your level.

You accept you made a mistake by not doing a chest Xray but dismiss this as *'an easy decision with the benefit of hindsight'*. You think (mistakenly) that *'most other trainees would make a similar decision to you to send the patient home'*. You feel that you did the right thing *'by treating the patient, not the test result'* as you felt the patient was well and could be sent home. You also say *'and other consultants tell us that we shouldn't do so many tests and use our judgement I thought I was doing that.'*

With regard to the nursing interaction, you don't see why you should have to change your behaviour *'just to keep the nurses happy'*. You feel that it wasn't the role of the nurse to question you about the ECG findings. You communicate this in a *'frustrated way'* as opposed to an *'anti-nurse'* or *'arrogant'* way. If the candidate probes you about this or explains the importance (patient safety etc.) of experienced nurses being able to ask you questions you will admit something like *'I think I was feeling frustrated that I was constantly being checked, that people were not trusting my work.. I just snapped at her... I probably shouldn't have....'*. The DEMENT explained that this department was staffed by a high quality and motivated nursing staff, who take great interest in patient care. You accept this but say that *'the nurses here are good.... But sometimes I feel they are targeting me as "the new registrar".'* Overall you are receptive to a candidate who effectively addresses the importance of good Doctor-Nurse relations for patient outcomes and a functional/enjoyable workplace.

The summary of the DEMENTs meeting were as outlined above:

1. Overconfidence
2. Poor interaction with nursing staff

The DEMENT made the following plan, which you agreed to partly because you felt you have no choice:

1. You will run all patients by a consultant or senior registrar and when on night shift you would be paired with a more experienced registrar.
2. You would make an effort to be more courteous in your interactions with nursing staff.
3. Both of these would be monitored over the next 6 weeks until your next ITA is due. The need for ongoing monitoring would be reviewed then.
4. It was suggested you meet with your allocated mentor to discuss the DEMENT meeting and how you are adjusting to the department.

Personal Issues (only give this information if directly asked)

You are married and your relationship is under pressure. You had to move to the city to continue your training but your wife is missing her family and friends. Your wife has had a tough time adjusting and finding work. You are renting close to the hospital, which is convenient to you, but it is not a very exciting place to live. This has been making you feel stressed at work.

You do not have any kids, but plan to have a family in the future

You drink alcohol: wine - a glass with dinner most nights and more if you go out on your days off. You don't drink to excess.

You don't smoke or take illicit drugs.

You have a brother and your parents who are all well and live in the city where you live – you have a good relationship with them.

What You Want From This Interaction

You want to “vent” about the issues raised by the DEMENT and give your side of the story. You think your mentor will side with you.

You are looking for reassurance that you are doing a good job.

You want to know if you are going to fail your term and if there is anything your mentor can do to prevent this from happening (like talk to your DEMENT for you)

The candidate should address these concerns. It is not expected that the candidate will automatically side with you especially as your performance and behaviour do need modification. However, the candidate should be supportive in their role as your mentor. A good candidate will be supportive but also attempt to bring you around to the DEMENT's point of view. If they do not attempt to do that you may become more belligerent and use language that shows your lack of insight more clearly.

Specific prompts you should use are:

- *'Do you think the DEMENTs assessment is fair?'*
- *'Can you speak to the DEMENT to put in a good word for me?'*
- *'How do you think I can improve my performance?'*
- *'What would you suggest I do to improve my performance?'*

The tasks of the candidate are to:

- Meet with you and discuss the issues raised by the DEMENT
- Explore your understanding of the outcome of the DEMENT meeting
- Provide support and guidance to you as your mentor

This OSCE will assess the following domains:

- Professionalism
- Communication

The examiners are not expected to interact with the candidate, other than to redirect them to the task if required. The marking sheet includes details in each domain, which may assist you in understanding how the candidate will be assessed.

4. EXAMINER INSTRUCTIONS

In this OSCE station the candidate will be assuming the role of a FACEM in a tertiary ED who is the mentor of an underperforming ACEM trainee.

The trainee is new to the department and has only recently commenced Advanced Training. A role player will play the trainee.

The trainee has already had a meeting with the DEMENT in which the following issues were raised:

1. Over confidence in clinical skills and knowledge – the trainee has high level of “book” knowledge, was successful at the primary exam on their first attempt. However, in clinical practice, trainee appears overconfident and has made significant management decisions without consulting seniors that have threatened patient safety.
2. Professionalism – the trainee has had complaints from nursing staff about being rude and condescending in clinical interactions.

The DEMENT has asked the candidate to meet with the trainee following their discussion.

Key Actions Expected from Candidate

- Meet with the trainee and discuss the issues raised by the DEMENT
- Explore the trainee’s understanding of the outcome of the DEMENT meeting
- Provide support and guidance as the trainee’s mentor

This OSCE will assess the following domains:

- Professionalism
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You are not expected to interact with the candidate, other than to redirect them to the task if required.

Examiner Mark Sheet

CONFIDENTIAL Examiner Rating: OSCE 12



EXAMINER 1
barcode

CANDIDATE barcode

EXAMINER 2
barcode

COMPONENT ASSESSMENT

For each Domain below, select the **ONE** 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.

Very poor level of competence displayed	Well below minimum level of competence displayed	Below minimum level of competence displayed	Minimum level of competence displayed	Above minimum level of competence displayed	High level of competence displayed	Very high level of competence displayed
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Please rate **ALL** the following domains:

Communication	☐	☐	☐	☐	☐	☐	☐
Professionalism	☐	☐	☐	☐	☐	☐	☐

Detailed assessment criteria

Please use the following criteria to inform your ratings above

Communication	- Introduces self appropriately - Establishes rapport Confidentiality Seeks further information from trainee regarding the meeting with the DENT/and outcome - Use active listening to explore trainee's concerns - Uses appropriate non-verbal and verbal communication - Explores trainee's insight - Able to use communication skills to resolve difficult situation – perceived conflict between trainee's and DENT's views of trainee's performance Demonstrate the ability to reach a negotiated understanding of the trainee's situation with respect to the plan put in place by the DENT - Provide constructive feedback on how the trainee can achieve the desired outcome of improved performance and successful completion of the term
Professionalism	Candidate should highlight the high standards of practice demanded by the DENT Helps 'reframe' trainee's understanding of rationale for DENT plan into a positive one Act as a mentor – give feedback, encourage reflection, provide support, constructively challenge, facilitate insight. Demonstrate willingness to support the trainee in achieving the performance goals set by the DENT Encourage the trainee to behave professionally in interactions with nursing staff and colleagues Seek factors (e.g. drugs, alcohol, relationship, financial) which may suggest an impaired practitioner - Encourage trainee to reflect on work life balance and promote these values - Seek to identify strategies trainee may use to deal with challenging workplace situations (e.g. high complexity patient, difficult interpersonal interactions)



Examiner Mark Sheet (cont')

CONFIDENTIAL Examiner Rating: OSCE 12



INFORMATION

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EXAMINER NOTES (For examiner reference only)

OSCE 'incident reporting' notes: Please provide details if an issue occurs which may influence this 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 or 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 practising junior emergency physician , select the ONE option that best reflects the candidate's performance in this station:	☐	☐	☐	☐	☐

EXAMINER SIGNATURE:



OSCE 1