**PGY3 Case for Competency Module – 2 residents and 2 faculty**

1. **Give resident worksheet to complete independently – prioritize concerns and identify solutions (on back)**

**Concerns** **Frequency/# occurrences**

a) Condition on problem list but not treated/explained in chart 35

b) Patient notes not completed within 24 hour requirement weekly

c) Provider time management causes sig pt flow delays 1-2 times/week

d) Patient complaints about delays in after-hours call return 10

e) Patient not contacted regarding abnormal test results 15

f) Vaccination errors – given twice, given out of schedule 10

g) Provider communication style unpleasant (w/ staff & patients) 40

h) Prescription frequency\*

\*An issue repeated in this report from last year is a high frequency of opioid medications prescribed by one provider. The partners discussed this issue with the provider in question

on two separate occasions since last year’s report, and there has been only a small decline in the number of opioid prescriptions written by this provider.

1. **Use questions to facilitate conversation:**
2. Individually, how did you prioritize these concerns from most to least serious (1-8) and why in this order?
3. How would you gather more information about these concerns? (methods)
4. Do you have any responsibility to report any of these conditions to regulatory agencies? If yes, which concerns and which agencies?
5. Your partners have asked you to collaboratively identify 2 of the concerns and propose a potential improvement plan for each to the practice; (residents discuss and present a proposed initial 3 month plan)

For each concern, describe your role, and that of your partners, managers and the staff

1. **Show residents “master list” of priorities from faculty for comparison – discuss similarities and differences between the lists**
2. **Summarize and provide resources for residents to learn more about reasons to contact local medical board, etc. in US and Canada (if applicable for learner).**
3. **Provide brief, focused feedback to each learner –** offer positive feedback around thought process and plans, suggestions for improvement and use in future practice

**Milestones addressed:**

* Understands current methods of analysis to identify individual and system causes of medical errors common in family medicine (SBP2 L3a)
* Develops individual improvement plan and participates in system improvement plans that promote patient safety and prevent medical errors (SBP2, L3b)
* Engages in self-directed and practice improvement activities that seek to identify and address medical errors and patient safety in daily practice (SBP2, L4a)
* Reports professionalism lapses using appropriate reporting procedures (Prof 2, L3B)