Otolaryngology – Head and Neck Surgery: Transition to practice EPA #3

Organizing and managing general Oto-HNS clinics

Key Features:
- This EPA focuses on the overall performance in an ambulatory setting rather than care of individual patient conditions. This includes:
  - Managing schedule with appropriate number and variety of patients (new patients and follow up patients; spots left open for emergency consults)
  - Time management in office setting
  - Completing dictations in timely manner
  - Reviewing test results/acting on results appropriately and in timely manner
  - Working effectively with the staff and/or other learners in the clinic
- This EPA may be observed in a variety of Oto-HNS clinics

Assessment plan:

Multiple observers provide feedback individually, which is then collated to one report

Use Form 3. Form collects information on:
- Role of feedback provider: supervisor; other resident; office assistant/clerk; nurse; patient

Collect feedback every 1-3 months during Transition to Practice, on at least 3 occasions
- At least 6 observers on each occasion
- At least 3 supervisors on each occasion

Relevant milestones

1  **TP ME 1.4.1** Demonstrate an awareness of the context of practice, including what is required to practice safely and effectively in a community practice, and exercise the ability to adapt to that context
2  **TP ME 1.6.1** Carry out professional duties in the face of multiple, competing demands
3  **TP ME 1.7.1** Recognize and respond to the complexity, uncertainty, and ambiguity inherent in medical practice
4  **TP ME 2.1.1** Prioritize which issues need to be addressed during future visits or with other health care practitioners
5  **TP ME 2.2.1** Focus the clinical encounter, and perform it in a time-effective manner without excluding key elements
6  **TP ME 2.3.1** Administer goals of care, which may include achieving cure, improving function, slowing disease progression, treating symptoms, and palliation in collaboration with patients and their families in time effective manner
7  **TP ME 2.4.1** Establish patient-centred management plans for all patients in a practice
8  **TP ME 3.1.1** Determine the most appropriate procedures or therapies for the purpose of assessment and/or management
9  **TP ME 4.1.1** Implement a patient-centred care plan that supports ongoing care, follow-up on investigations, response to treatment, and further consultation
10 **TP ME 4.1.2** Establish a system that ensures appropriate failsafe follow-up of investigation results
11 **TP COM 1.6.1** Adapt to the unique needs and preferences of each patient and to his or her clinical condition and circumstances
12 **TP COM 5.1.1** Document clinical encounters in an accurate, complete, timely and accessible manner, and in compliance with legal and privacy requirements
TP COL 1.1.1 Establish and maintain healthy relationships with physician and other colleagues in the health care professions to support relationship-centered collaborative care

TP COL 1.2.2 Identify indications that necessitate consultation with other health care professionals

TP COL 1.2.3 Work effectively with clinic staff and other health professionals

TP COL 1.3.3 Use referral and consultation as opportunities to improve quality of care and patient safety by sharing expertise

TP L 2.1.1 Allocate health care resources for optimal patient care

TP L 4.1.2 Manage time effectively in the ambulatory clinic

TP L 4.1.3 Review and act on test results in a timely manner

TP HA 1.3.1 Incorporate disease prevention, health promotion, and health surveillance activities into interactions with individual patients

TP S 3.4.1 Integrate best evidence and clinical expertise into decision-making in their practice

C P 1.1.3 Exhibit appropriate professional behaviours and relationships in all aspects of practice, reflecting honesty, integrity, humility, commitment, compassion, respect, altruism, respect for diversity, and maintenance of confidentiality

TP P 2.2.1 Demonstrate a commitment to patient safety and quality improvement initiatives within their own practice environment

TP P 3.1.1 Fulfil and adhere to the professional and ethical codes, standards of practice, and laws governing practice

TP P 4.1.1 Exhibit self-awareness and effectively manage influences on personal well-being and professional performance

TP P 4.1.3 Demonstrate an ability to regulate attention, emotions, thoughts, and behaviours while maintaining capacity to perform professional tasks