

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:
 - o Managing schedule with appropriate number and variety of patients (new patients and follow up patients; spots left open for emergency consults)
 - o Time management in office setting
 - o Completing dictations in timely manner
 - o Reviewing test results/acting on results appropriately and in timely manner
 - o 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

- 13 **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**
- 14 **TP COL 1.2.2** Identify indications that necessitate consultation with other health care professionals
- 15 **TP COL 1.2.3** Work effectively with clinic staff and other health professionals
- 16 **TP COL 1.3.3** Use referral and consultation as opportunities to improve quality of care and patient safety by sharing expertise
- 17 **TP L 2.1.1** Allocate health care resources for optimal patient care
- 18 **TP L 4.1.2 Manage time effectively in the ambulatory clinic**
- 19 **TP L 4.1.3 Review and act on test results in a timely manner**
- 20 **TP HA 1.3.1** Incorporate disease prevention, health promotion, and health surveillance activities into interactions with individual patients
- 21 **TP S 3.4.1** Integrate best evidence and clinical expertise into decision-making in their practice
- 22 **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
- 23 **TP P 2.2.1** Demonstrate a commitment to patient safety and quality improvement initiatives within their own practice environment
- 24 **TP P 3.1.1** Fulfil and adhere to the professional and ethical codes, standards of practice, and laws governing practice
- 25 **TP P 4.1.1** Exhibit self-awareness and effectively manage influences on personal well-being and professional performance
- 26 **TP P 4.1.3** Demonstrate an ability to regulate attention, emotions, thoughts, and behaviours while maintaining capacity to perform professional tasks