PATIENT CARE

Fellows must be able to provide family centered patient care that is developmentally appropriate, compassionate, and effective for the treatment of health problems and the promotion of health.

Please refer to the following benchmarks and list of potential assessment tools as you evaluate fellow competence.

Potential assessment tools used in evaluating competence:

- Case-based module
- Chart stimulated recall
- Checklist of live/recorded performance
- Direct observation of benchmark
- Global rating of live/recorded performance
- Objective structured clinical examination (OSCE)
- Patient survey
- Portfolio
- Procedure log
- Record review
- Simulations and models
- Standardized oral examination
- Standardized patient examination
- Written examination

Competency: Gather essential and accurate information about the patient.

Knowledge/Skills/Attitudes Benchmarks:

- Demonstrates knowledge of how to access adjunctive sources of information to the history obtained from the family (e.g. chart)
- Interviews patients with an appreciation for their developmental level and/or age
- Describes age-specific concerns in the approach to the physical examination
- Performs a complete history including a chief complaint, history of the present illness, past history, family history, social history and review of systems
- Performs a detailed and accurate physical examination
- Conveys an appreciation for the value of the caretaker's observations and judgments regarding the patient's health and illness
- Conveys an appreciation for the opportunity to be involved in the care of the patient

Competency: Make informed diagnostic and therapeutic decisions based on patient information, current scientific evidence, clinical judgment, and patient preference.

Knowledge/Skills/Attitudes Benchmarks:

- Formulates and prioritizes a differential diagnosis based on patient information and/or current scientific evidence and/or sound clinical judgment
- Utilizes the appropriate laboratory tests and imaging studies to evaluate medical problems and interprets the results
- Synthesizes evidence in making diagnoses and therapeutic decisions
- Employs the therapeutic management of choice for a given working diagnosis
- Identifies and accesses available resources (medical literature, consultants) to support the chosen therapeutic path
- Recognizes limitations of the level of training and seeks help appropriately
- Utilizes subspecialty consultation appropriately
- Demonstrates responsibility and accountability for decisions
- Demonstrates compassion for the hardships faced by patients/families as a result of the laboratory or imaging studies ordered in the work-up
- Demonstrates sensitivity to the preferences of patients and their families when arriving at a management plan

Competency: Carry out patient management plans.

Knowledge/Skills/Attitudes Benchmarks:

- Defines the need for appropriate follow-up based on age, diagnosis, and psychosocial issues
- Counsels and educates patients and families regarding diagnosis and management plans
- Develops written patient instructions appropriate to the clinical situation and caregiver/patient comprehension
- Utilizes potential outcome measures for evaluating the effectiveness of the management plan (e.g. test of cure for STDs)
- Transfers information to another provider when necessary and appropriate

Competency: Prescribe and perform competently all medical procedures (invasive and non-invasive) considered essential for the scope of practice.

Knowledge/Skills/Attitudes Benchmarks:

- Demonstrates knowledge of the indications for procedures
- Demonstrates proficiency in performing procedures and maximizes patient comfort
- Accurately describes procedures to patients and caretakers in language that is appropriate to their educational, developmental, and emotional status
- Acknowledges the impact of procedures on patients and families during interactions with staff and with families

Competency: Counsel patients and families.

Knowledge/Skills/Attitudes Benchmarks:

- Provides accurate and up to date information to guide support patients/ families in making informed decisions
- Provides both good and bad news in a sensitive and professional manner
- Handles patient and family emotional response or calls in appropriate help as needed

Competency: Provide effective health maintenance and anticipatory guidance.

Knowledge/Skills/Attitudes Benchmarks:

- Provides appropriate health maintenance and anticipatory guidance/preventive measures based on age, gender, risk factors, and developmental stage
- Identifies appropriate community resources to address patient needs
- Discusses the indications for and the interpretation of recommended screening tests
- Demonstrates ability to perform age-appropriate screening tools for health maintenance (e.g., Mini Mental Status Exam or Denver Developmental Screening Test)

Competency: Use information technology to optimize patient care.

Knowledge/Skills/Attitudes Benchmarks:

- Uses information technology to practice evidence-based medicine
- Uses information technology tools (e.g. PDA, interactive web sites, computer-based order entry system, hospital data bases) to enhance patient care