



“Assessing The Doctor You’ve Never Worked With”

Daithí de Baróid

Education Registrar

Royal Perth Hospital ED





Gmail

End of Term RMO Assessment

Inbox x



Daithi de Baroid

to me ▾

Monday, 8:18 AM (5 minutes ago) ☆



Hi there,
We haven't worked together much but I need to do my end of term assessment,
Is there a time you might be free?

Cheers
Daithi



Sure thing, let's pencil in Friday am.



Royal Perth Hospital Emergency Department Residents Term 5 07/11/2011 - 15/01/2012



BOSCO, Alan



BRODIE, Rachel



GLADWIN, Benjamin



HARRIS, Rachel



MURPHY, Judith



NOLAN, Julie



N, Siobhan



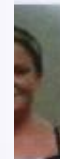
DE BAROID, Daithi



, Sara-Jane



MURPHY, Asling



M, Sally



TEED, Paul



Gmail

New Message



To ED Consultants, ED Registrars, Anyone else

Cc Bcc

Subject Feedback needed: RMO called Daithi?

Hi all
End of term is apparently here again
Has anyone worked with this guy?
I personally haven't seen much of him
Thanks in advance

Send



Comp



Inbox



Starred



Snoozed



Important



Chats



Sent



Drafts



Gmail



Compose



Inbox (1)



Starred



Snoozed



Important



Chats



Sent



Drafts

3

RE: Feedback needed: RMO called Daithi?

Wednesday
November 14, 2018



RE: Feedback needed: RMO called Daithi?

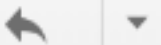
Inbox x



ED Consultant

to me ▾

Thursday, 8:18 AM (5 minutes ago) ☆



No issues here
Seemed pretty solid



Anything particularly good or areas for development?



Gmail



RE: Feedback needed: RMO called Daithi?

Inbox x



ED Registrar

to me ▾

Friday, 8:18 AM (5 minutes ago) ☆



Hey Boss!

I've been meaning to let you know about him..

Bit dodgy on the night shifts we did together

Disappeared for long periods, think he was work avoidant and lacking some pretty basic knowledge



Really? If I'd known sooner maybe I could have done something about it!

But feedback should be..



Specific

Measurable and Meaningful

Accurate and Actionable

Respectful

Timely



A Faculty Toolkit for Formative Assessment in Pharmacy Education

Margarita V. DiVall, PharmD, MEd,^a Greg L. Alston, PharmD,^b Eleanora Bird, MS,^c Shauna M. Buring, PharmD,^d Katherine A. Kelley, PhD,^e Nanci L. Murphy, PharmD,^f Lauren S. Schlesselman, PharmD,^g Cindy D. Stowe, PharmD,^h Julianna E. Szilagyi, PhDⁱ

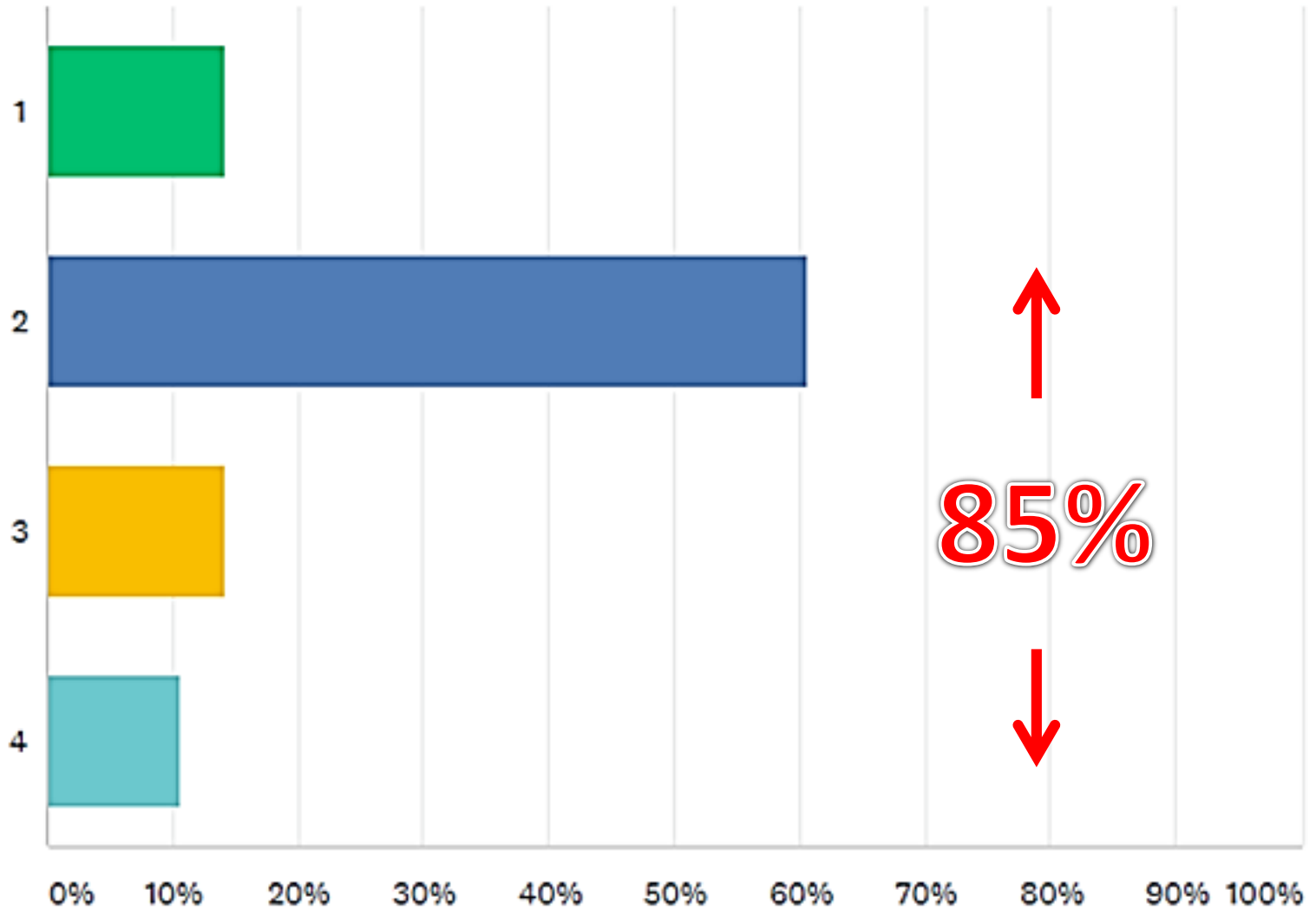


SurveyMonkey®

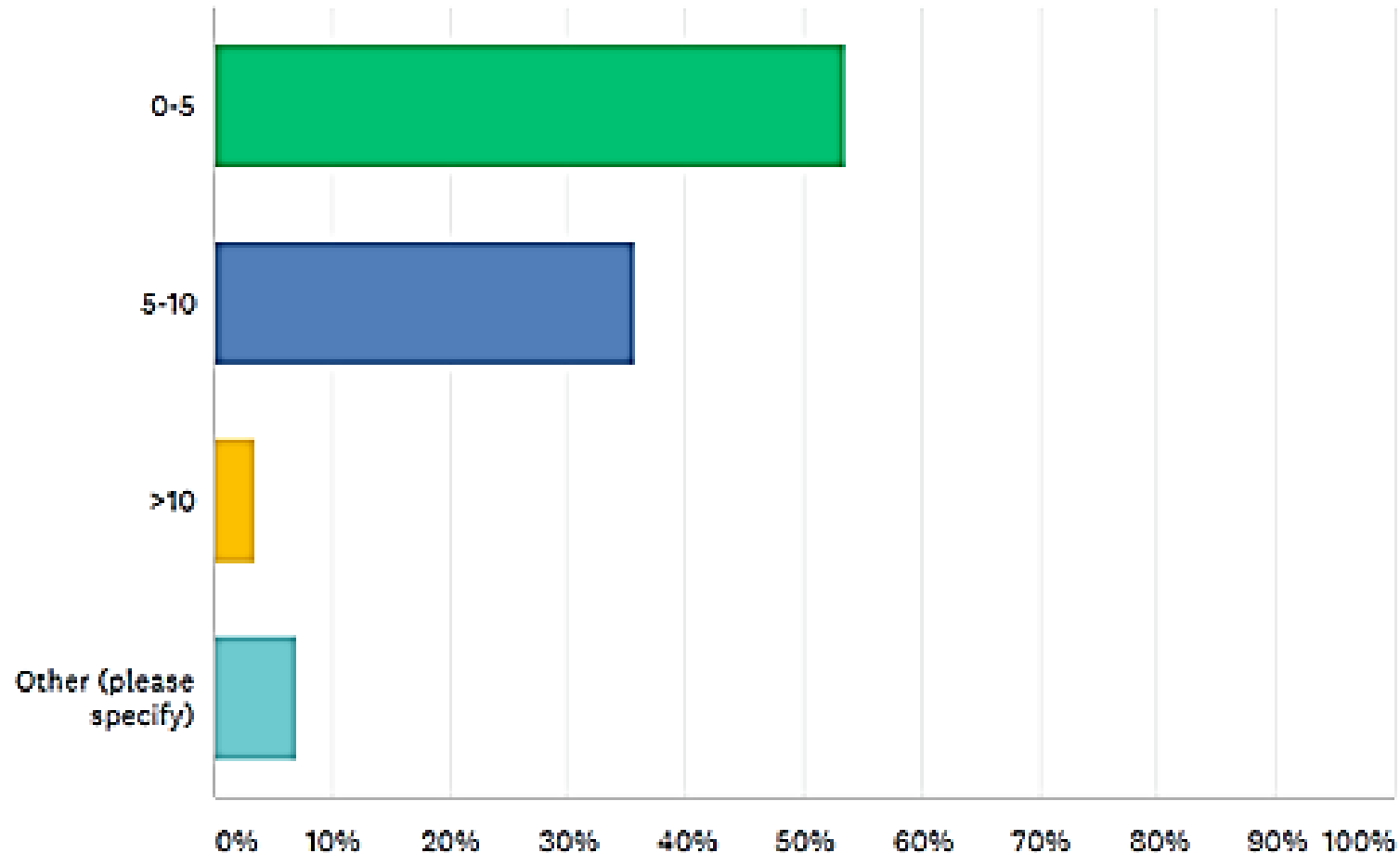
PRE- Project

28 respondents

Number of JMOs supervised

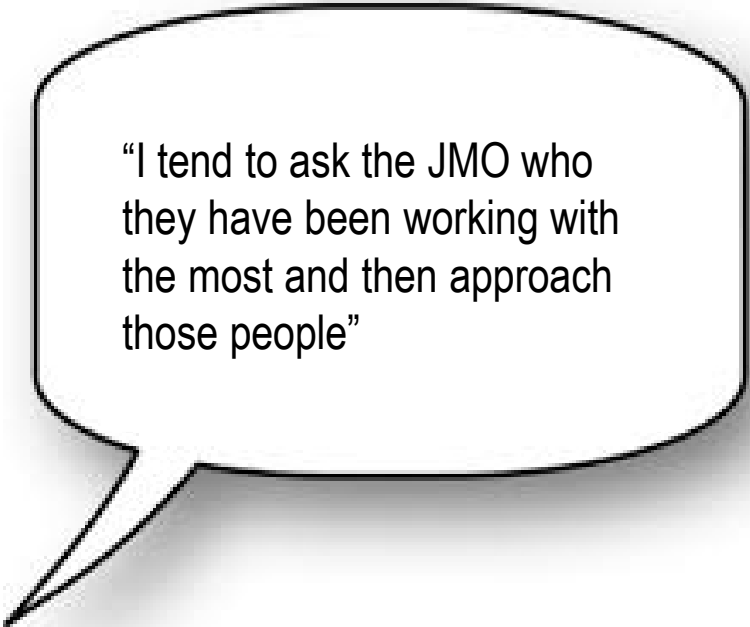


No. of overlapping shifts with JMOs



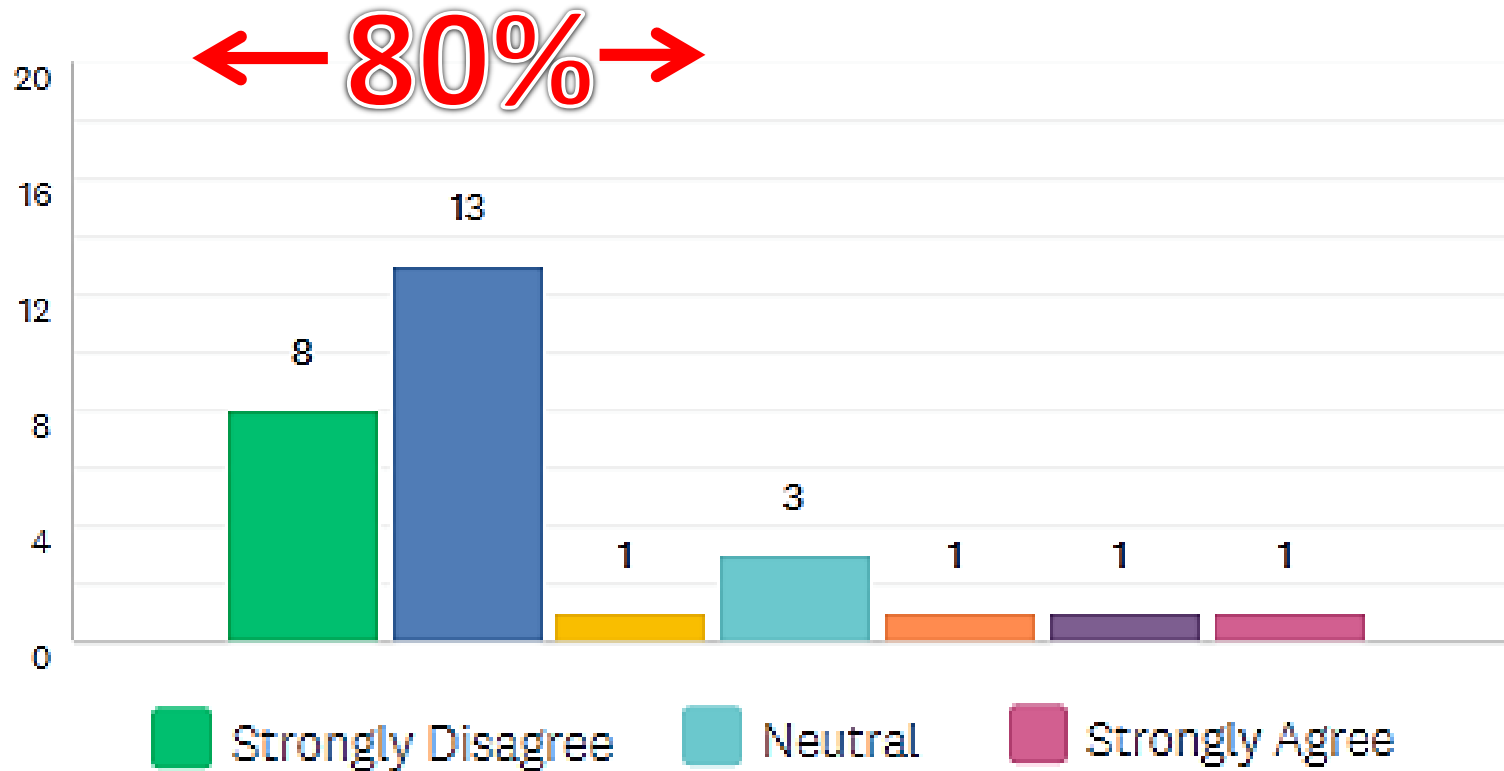
Sources of Feedback

- Other Consultants **100%**
- Registrar group **85%**
- Education Registrar **67%**
- Nursing **18%**
- Documentation **10%**



"I tend to ask the JMO who they have been working with the most and then approach those people"

Satisfied with current method of assessment?



Enter the Shift Report

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)						
Clinical Management (History, Exam, Investigation, Management and Discharge planning)						
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)						
Safe Practice (Prescribing, Awareness of interactions, Infection Control)						
Communication (Patient, Colleagues and Documentation)						
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)						



This form is being
completed for:

End of term
of assessment ☐

Enter the Shift Report

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)				✓		
Clinical Management (History, Exam, Investigation, Management and Discharge planning)				✓		
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)					✓	
Safe Practice (Prescribing, Awareness of interactions, Infection Control)				✓		
Communication (Patient, Colleagues and Documentation)					✓	
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)						✓

Enter the Shift Report

ED JMO SHIFT APPRAISAL FORM

 Royal Perth Hospital

JMO Name: _____

Consultant Name: _____

Date Observed: / /

Role: Main ED / QUAC / EMW

Does this JMO require early performance review/ intervention?

YES ☐

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)						
Clinical Management (History, exam, investigation, Management and						

Strengths

Confident and hard-working.
Very good assessment & planning
for her level.

Areas for Development

Should be careful not to be
over confident. Keep reading!

Enter the Shift Report

ED JMO SHIFT APPRAISAL FORM



Royal Perth
Hospital

JMO Name: _____

Consultant Name: _____

Date Observed: / /

Role: Main ED / QUAC / EMW

Does this JMO
require early
performance review/
intervention?

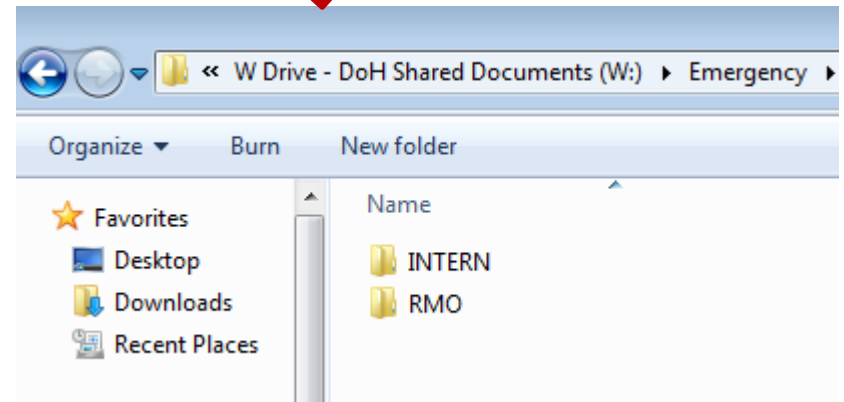
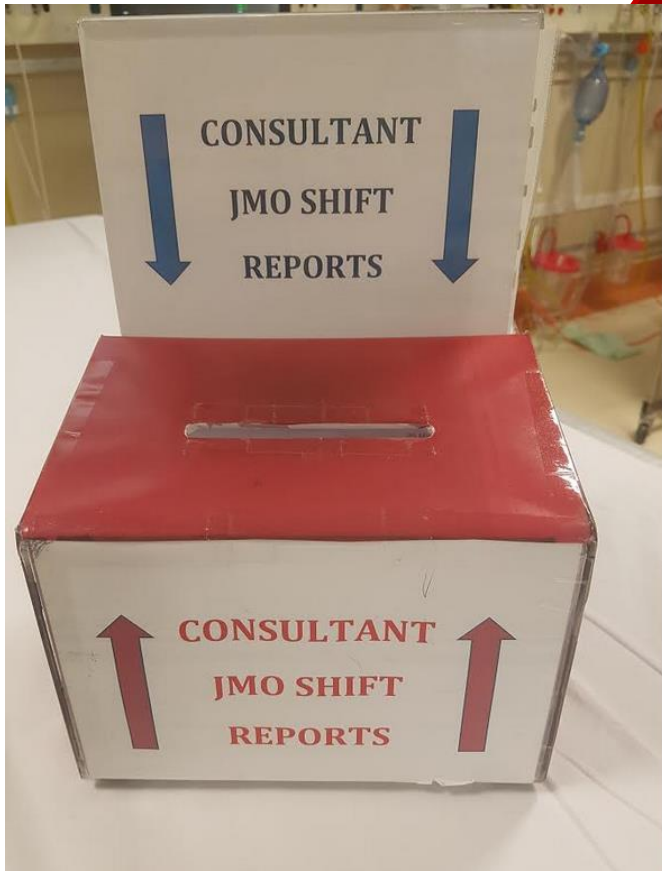
YES



Documentation						
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)						

Strengths

Areas for Development

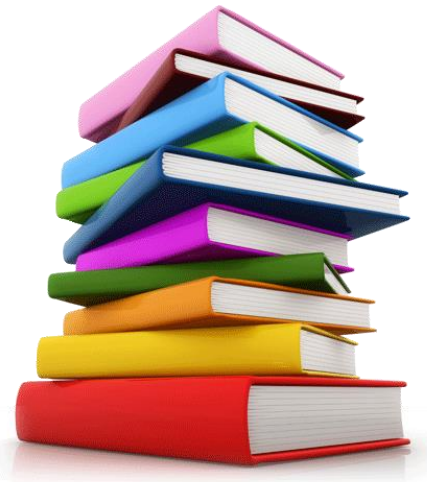


Theory of Assessment

- Criteria for Assessment Instruments
 - Validity
 - Reliability
 - Impact on Learning
 - Practicality including cost

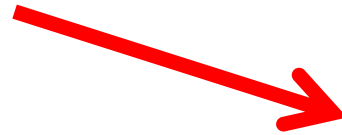
AMEE Guide No. 25: The assessment of learning outcomes for the competent and reflective physician

J.M. Shumway ✉ & R.M. Harden



End of Term Tallies

- 10 Interns
- 29 RMOs
 - *(3 resignations)*
- **91 shift reports**
- (4 on leave relievers)



2
reports
/JMO

4 JMOs *NOT* captured

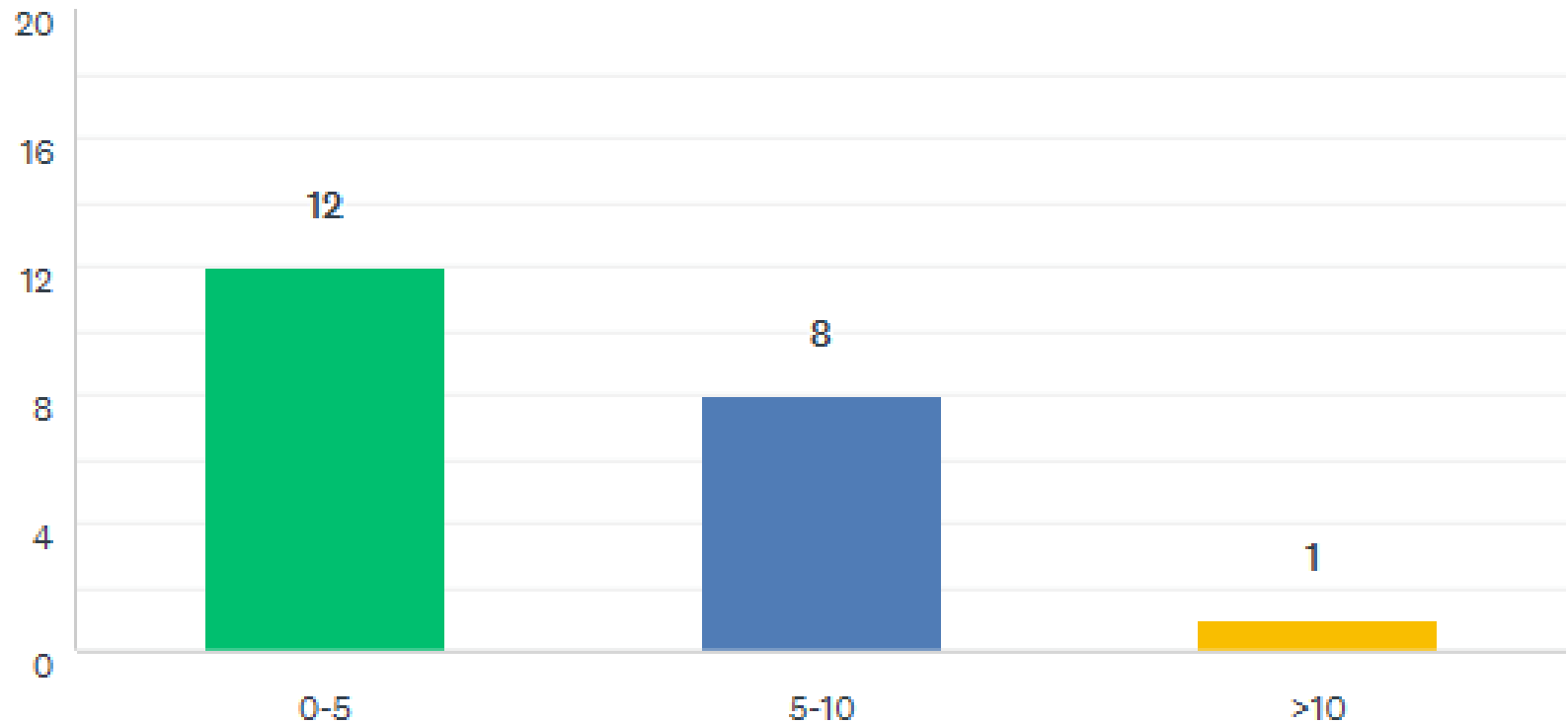


SurveyMonkey®

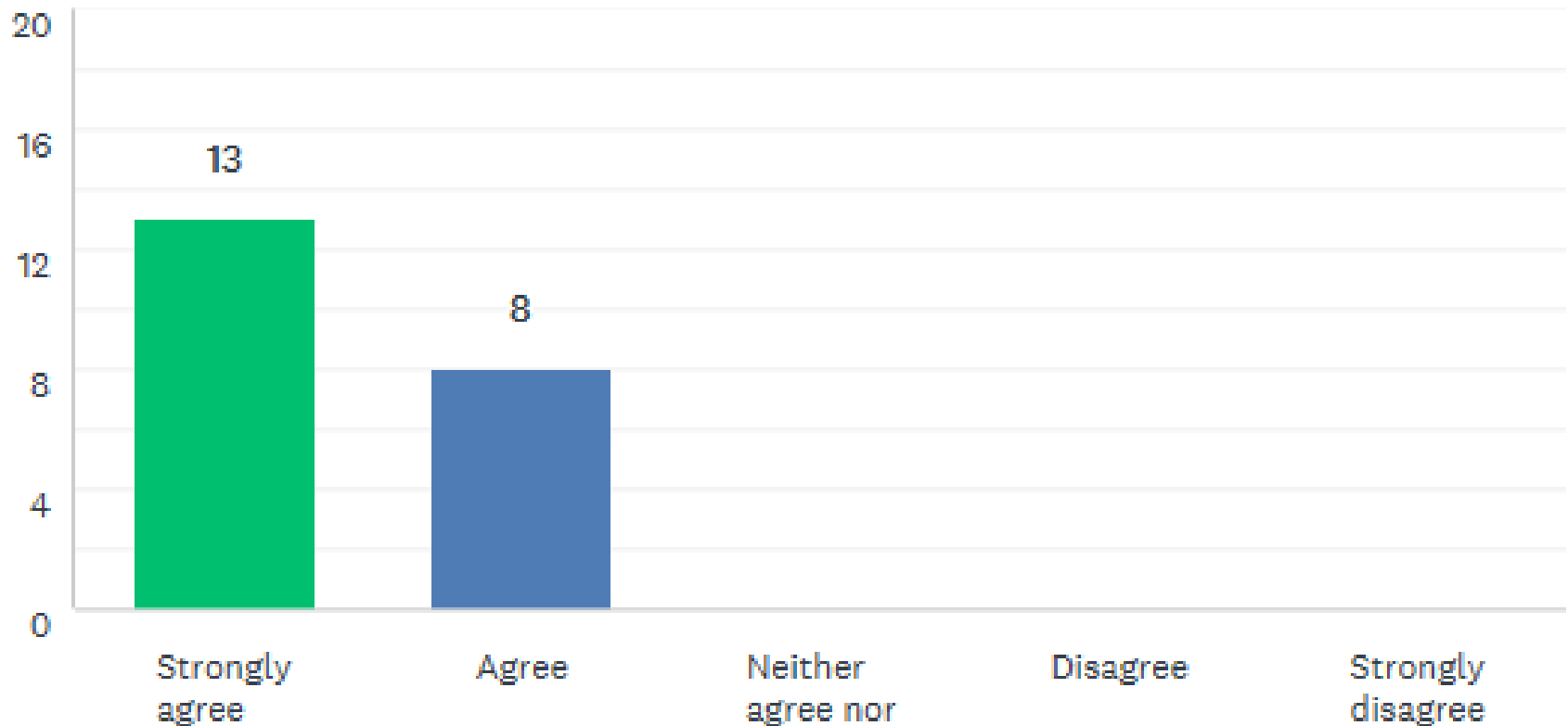
POST-Project:

21 respondents

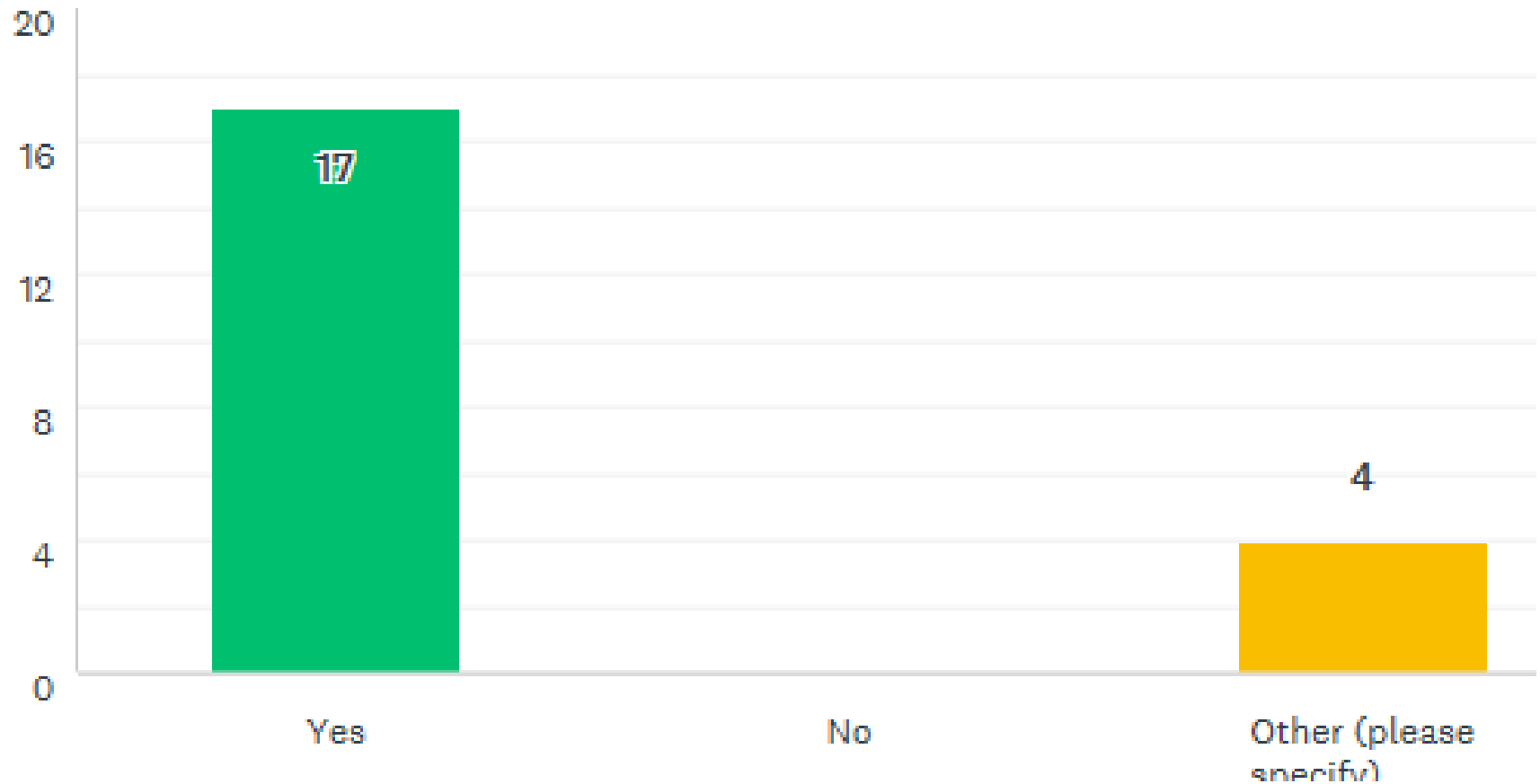
How many reports did each consultant fill?



Were the reports easy to complete?

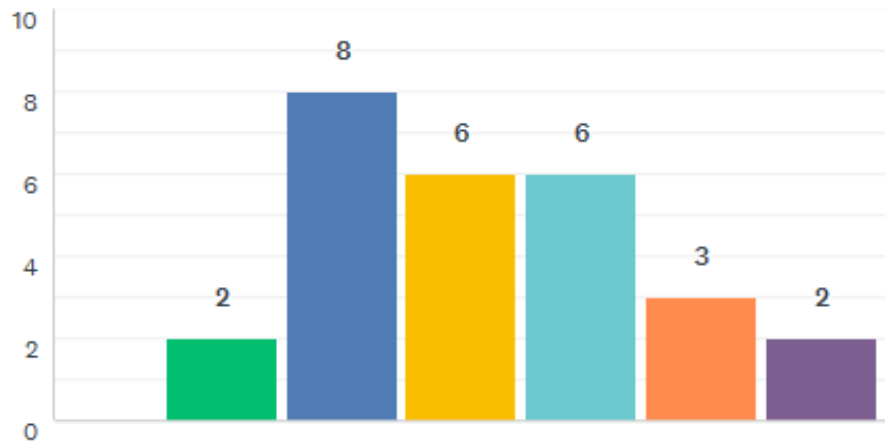


Did you use the shift reports to perform the End of Term Assessments?

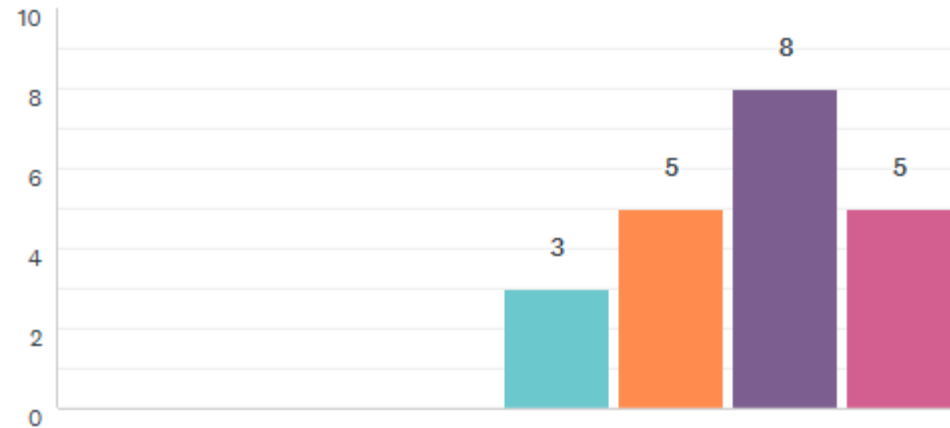


“I can adequately assess Science and Scholarship”

Before



After



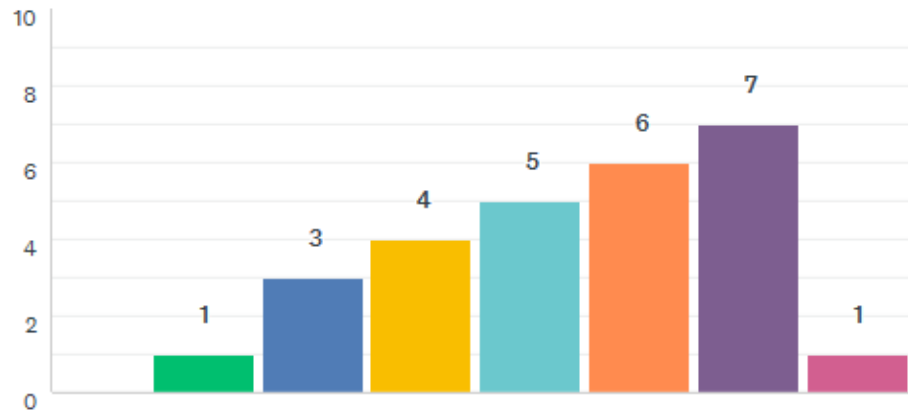
 Strongly Disagree

 Neutral

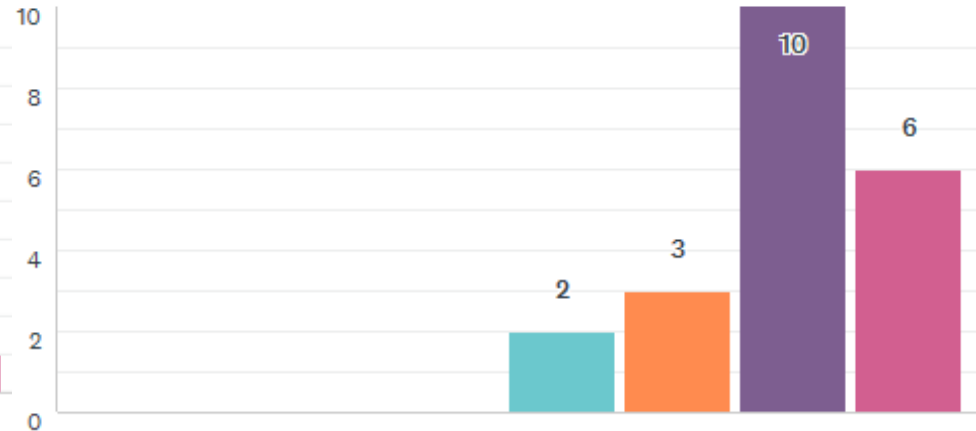
 Strongly Agree

“I can adequately assess Clinical Management”

Before



After



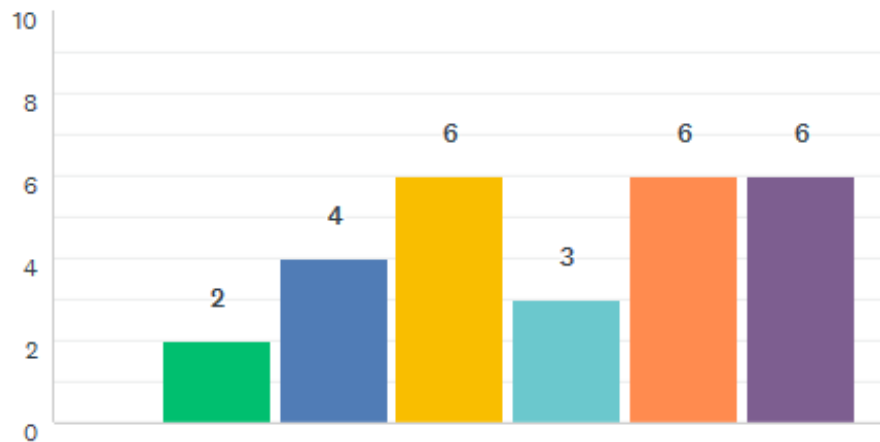
 Strongly Disagree

 Neutral

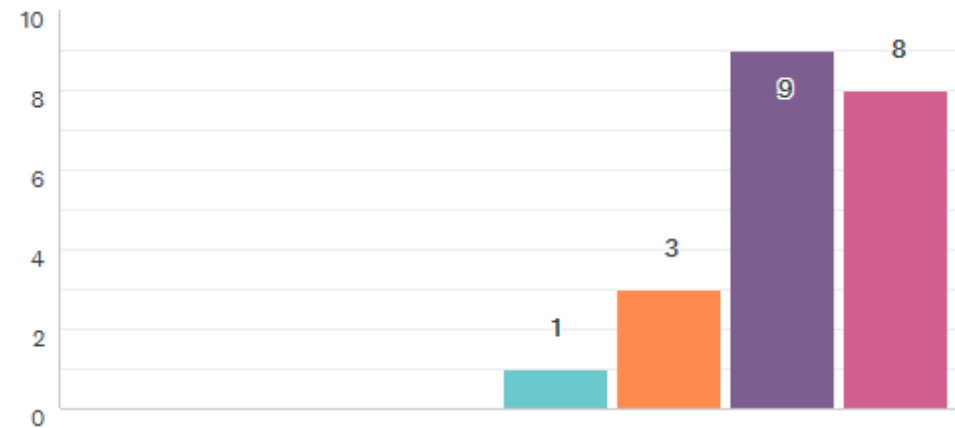
 Strongly Agree

“I can adequately assess Professionalism and Leadership”

Before



After



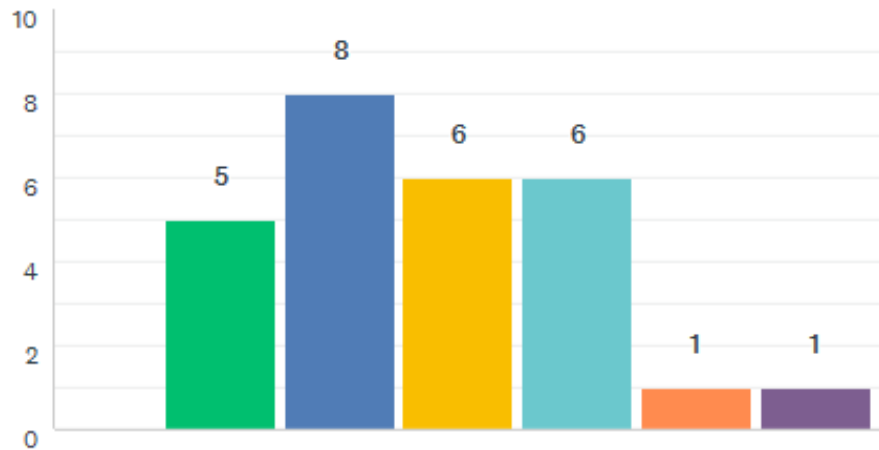
 Strongly Disagree

 Neutral

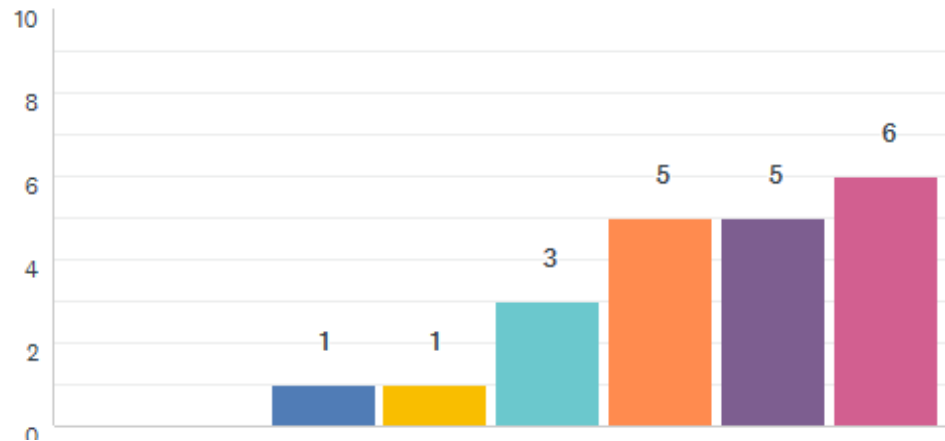
 Strongly Agree

“I can adequately assess Safe Practise”

Before



After



Strongly Disagree



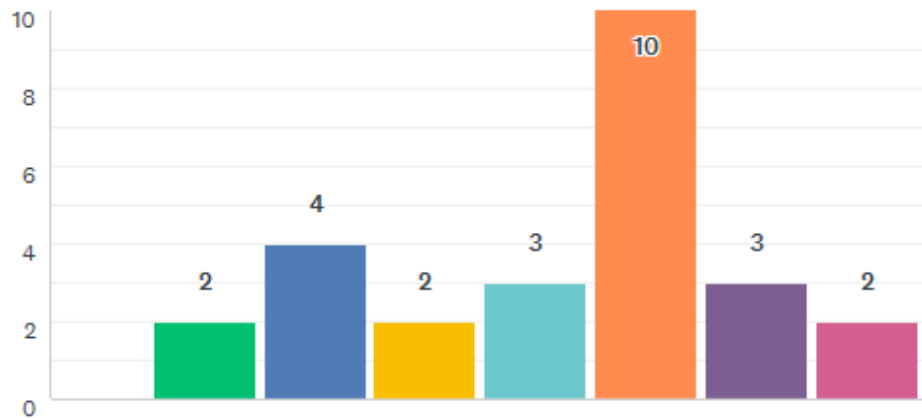
Neutral



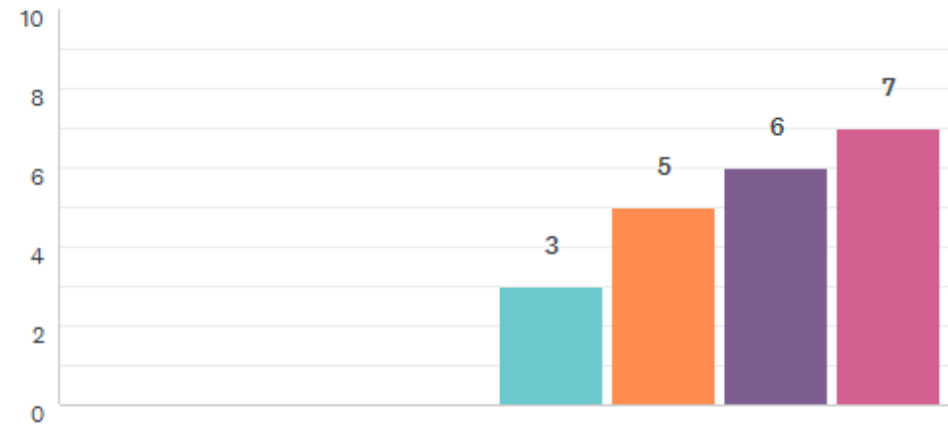
Strongly Agree

“I can adequately assess Communication”

Before



After



Strongly Disagree



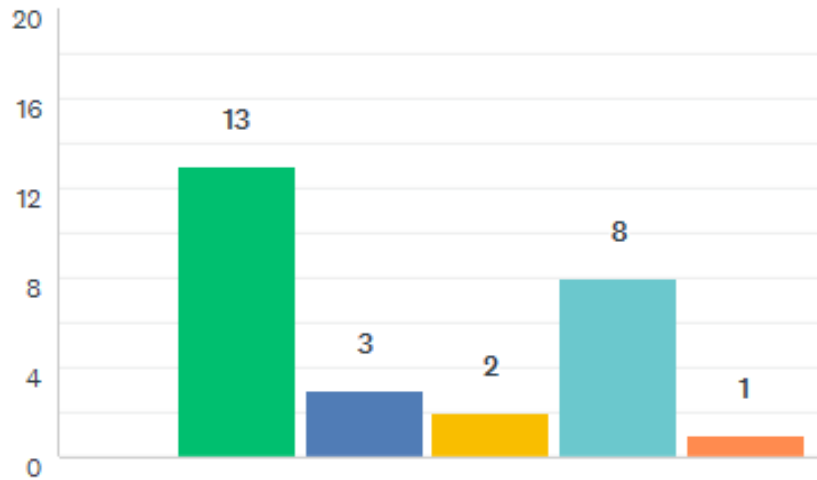
Neutral



Strongly Agree

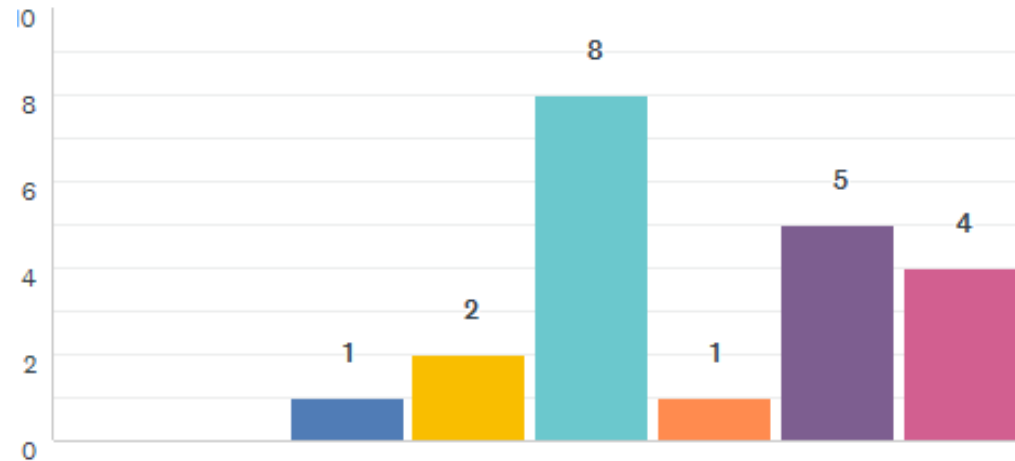
“I can adequately assess Health Advocacy”

Before



Strongly Disagree

After



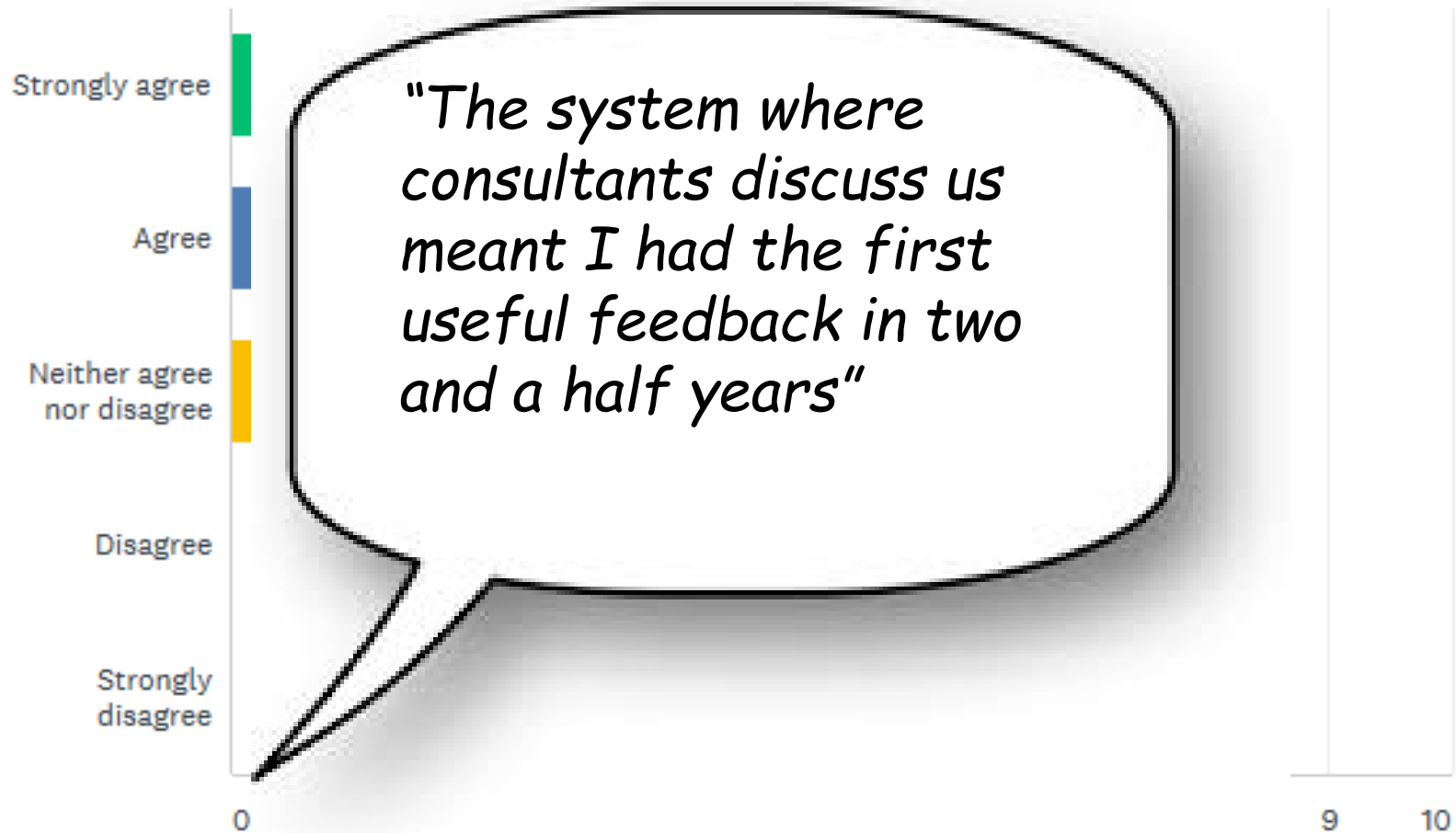
Strongly Agree



SurveyMonkey®

JMO End of Term:
15 respondents

Was your feedback this term **relevant?**



Did your supervisor feedback feel **personal?**





Does this JMO
require early
performance review/
intervention?

YES



JMO 1



Role: Main ED / QUAC / EMW

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)		✓				
Clinical Management (History, Exam, Investigation, Management and Discharge planning)		✓				
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)			✓			
Safe Practice (Prescribing, Awareness of interactions, Infection Control)				✓		
Communication (Patient, Colleagues and Documentation)			✓			
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)						✓

Does this JMO require early performance review/ intervention?

YES



Strengths Keen to see patients + follows instruction well

Areas for Development

- Late for work, tends to 'cheer my pick'
- Clinical reasoning — tends to take brief history + doesn't recognise red flags
- premature diagnostic closure.



Role:

Main ED

/

QUAC

/

EMW

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)				✓		
Clinical Management (History, Exam, Investigation, Management and Discharge planning)				✓		
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)				✓		
Safe Practice (Prescribing, Awareness of interactions, Infection Control)				✓		
Communication (Patient, Colleagues and Documentation)				✓		
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)				✓		

Strengths

Improving in leaps + bounds

→ a lot more organised / enthusiastic

Areas for Development

Yakos! Could work a bit
faster



Role:

Main ED

/

QUAC

/

EMW

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)				X		
Clinical Management (History, Exam, Investigation, Management and Discharge planning)				X		
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)				X		
Safe Practice (Prescribing, Awareness of interactions, Infection Control)				X		
Communication (Patient, Colleagues and Documentation)				X		
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)				X		

Strengths

Identified unstable patient and
initiated stabilisation.
Good prioritisation.

Areas for Development

Less involved in ongoing care and
resuscitation. Lost out on teaching
opportunities.

JMO 2



Role: Main ED / QUAC / EMW

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)			✓			
Clinical Management (History, Exam, Investigation, Management and Discharge planning)			✓			
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)		✓				
Safe Practice (Prescribing, Awareness of interactions, Infection Control)			✓			
Communication (Patient, Colleagues and Documentation)			✓			
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)			✓			

Strengths

Areas for Development

Assessments brief can be dismissive.
work ethic - seems disinterested.
Premature diagnostic closure.

Does this JMO
require early
performance review/
intervention?

YES





Role: Main ED / QUAC / EMW

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)				✓		
Clinical Management (History, Exam, Investigation, Management and Discharge planning)				✓		
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)					✓	
Safe Practice (Prescribing, Awareness of interactions, Infection Control)				✓		
Communication (Patient, Colleagues and Documentation)				✓		
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)				✓		

Strengths

Taken recent feedback on board, very positive attitude
regarding recent criticism. Keen to redeem + improve.
Good initiative this shift regarding communication style,

Areas for Development

commencing patient care but
seeking senior support when
appropriate. Very helpful +
positive behaviour this shift.



Role: Main ED / QUAC / EMW

Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)					✓	
Clinical Management (History, Exam, Investigation, Management and Discharge planning)					✓	
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)				✓		
Safe Practice (Prescribing, Awareness of Interactions, Infection Control)					✓	
Communication (Patient, Colleagues and Documentation)						
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)				✓		

Strengths

Thorough, safe clinical practice
Recognises subtle clinical signs
A pleasure to work with him

Areas for Development

Role: Main ED / QUAC / EMW

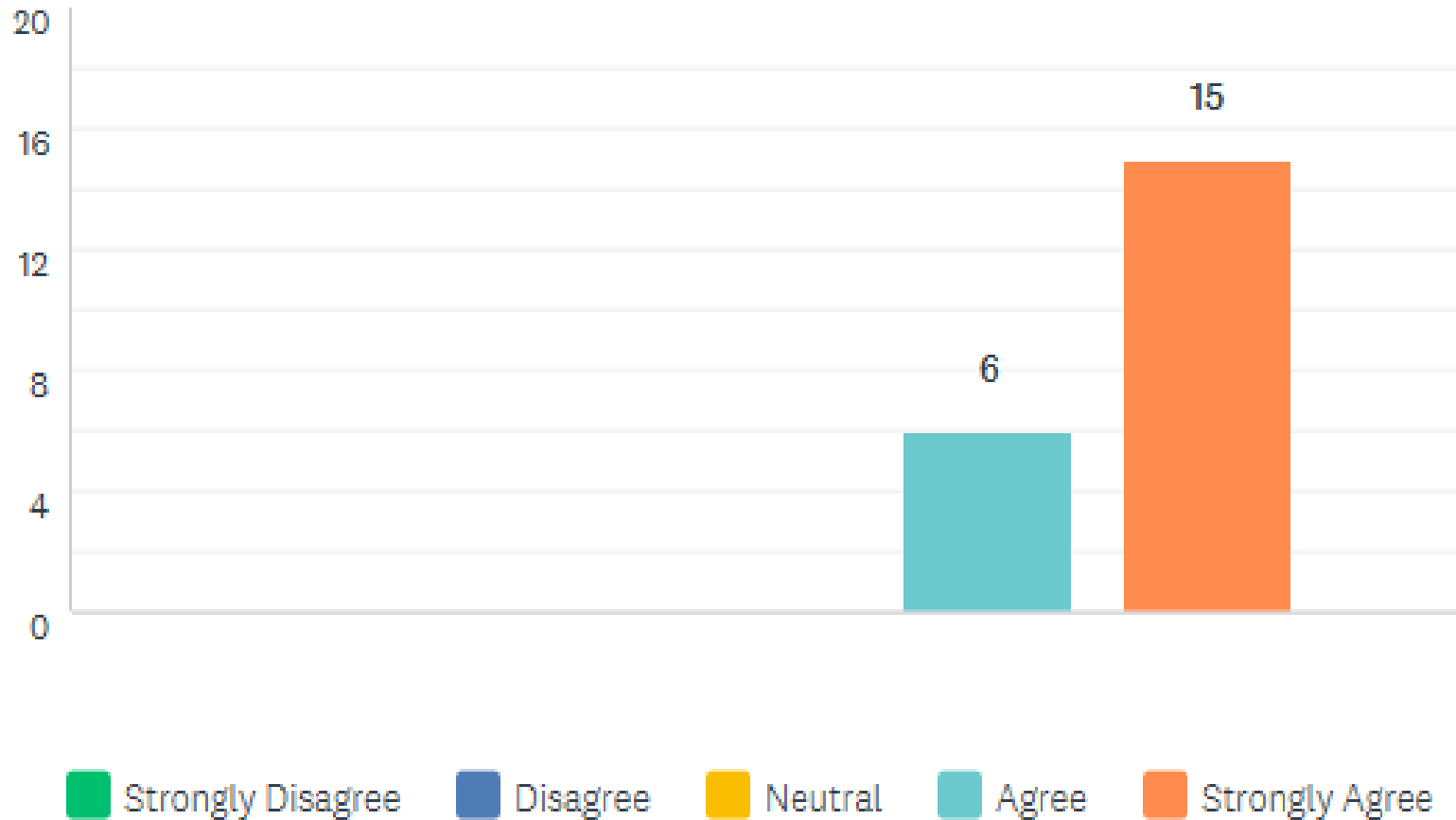
Domain	1 Performs consistently well below the level expected	2 Performs consistently below the level expected	3 Sometimes performs below the level expected	4 Performs consistently at the level expected	5 Performs consistently above the level expected	N/A
Science and Scholarship (Knowledge of disease and presentations)						
Clinical Management (History, Exam, Investigation, Management and Discharge planning)					✓	
Professionalism and Leadership (Honesty, respectful, compassion, acknowledges limits)					✓	
Safe Practice (Prescribing, Awareness of Interactions, Infection Control)					✓	
Communication (Patient, Colleagues and Documentation)					✓	
Health Advocacy (Knowledge of population health, screening for disease, chronic disease care, quality assurance)						

Strengths

Sensible decisions — good patient management. High level thinking

Areas for Development

Shift reports work well to flag underperforming JMOs?



Specific Feedback

- Online format?
 - Easier to complete and automatically uploaded
- Prompts system?
 - A daily text message?
- Mid term tallies?
 - for those not yet assessed



Strengths

- Cheap
- Easy
- Highlights under-performing JMOs
- Defends against “One bad day”
- Allows more detailed feedback
- Allows more personalised feedback
- Multiple data points over term



Weaknesses

- Different assessor standards
- 4 Missed JMOs
- 2 : 1 *Report : JMO* ratio sub-optimal
- Inadequate in isolation
- Night shifts and Registrar-led complaints not covered
- Reminders - Annoyance?



Since Term 3...

- System ongoing
- Increase to **110** shift reports in term 4 (90)
- Additional mid-term tallies sent out to reduce missed JMOs
- “Late phase” Registrar group feedback being added in term 5
- Google form ready for trial



Conclusion

- Very useful and easy to perform addition to the assessment process of any ED
- Not strong enough in isolation to be the sole method of assessment
- Extremely positive responses from JMOs and consultants





- Daithi.debaroid@health.wa.gov.au

- *Supervisor*

Dr Reoch Nanda, FACEM, RPH ED

