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78 CORD Remediation Task Force – Milestone-based Remediation Toolbox

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Introduction: The patient care milestones (PCMs) encompass many of the required core skills to be achieved by emergency medicine (EM) trainees. Educators should be provided tools to identify and remediate trainees that struggle to achieve a milestone. For a remediation plan to be effective, the skills must be clearly defined into specific behaviors, which can then be targeted when resident performance is deemed unsatisfactory.

Educational Objectives: The goal of the CORD Remediation Task Force (Subcommittee on PC Milestones) was to develop a guide to aid in milestone-based resident assessment and remediation. The subcommittee sought to provide concrete examples of commonly encountered problems and practical remediation suggestions.

Curriculum Design: Building on tools developed at a consensus conference at the 2009 CORD Academic Assembly, the committee aligned commonly encountered problems in resident performance and SDOTs with the newly defined EM PCMs (Figures). Performance related problems are typically identified by describing an incident or pattern of behavior that does not necessarily utilize milestone terminology. The guide generated by this task force provides scenarios of problematic behavior which can be mapped back to PC sub-competencies. Strategies and tips for remediation for each PC sub-competency were generated. The task force also modified SDOTs to incorporate the PCMs expected for each level of training.

Impact: When faced with a resident who may require remediation for patient care, the program director can turn to these milestone-based tools for guidance and assistance with designing a remediation plan. The guide includes commonly encountered problems specific to each milestone, with tips on how to remediate. The SDOTs provide milestone-based tools to evaluate the resident's progress through the remediation process. Collectively, the PCM remediation toolbox can be utilized to improve resident training in the new accreditation system.

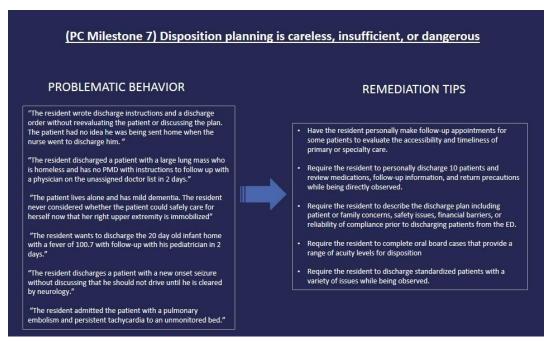


Figure 1. (PC Milestone 7) Disposition planning is careless, insufficient, or dangerous.

	PGY-2 Pa	atient Care 5-8			
	DOT, is designed to obtain obje uld be judged as either: "Need:				
Resider	nt's Name	Evaluated by:			
Time s	pent (minutes):	Patient complain	ıt:		
PGY-2			1 377		NO
	Selects appropriate pharmacologic agent f	or intervention and considers adverse	NI	AL	NO
2.	Considers array of drug therapy for treatm Selects appropriate drug based on mechan anticipates potential side effects Considers and recognizes potential drug-d	ism of action, intended effect, and			
	Ensures necessary therapeutic intervention	ns are performed during patient's visit			
4.	Identifies patients needing observation in Evaluates effectiveness of therapies/treatn Monitors a patient's clinical status at time	nents provided during observation			
5.	Formulates a follow-up plan for ED comp utilization				
6.	Provides patient education regarding diagrouppatient appointments Involves appropriate resources (e.g. PCP/c manner Correctly identifies patients needing admit Admits patient to appropriate level of care	consultant, social work, PT) in timely			
	Task switches between different patients		0 1		
8.	Employs task switching in an efficient and patients	i timely manner to manage multiple			
	GLOBAL ASSESSMENT Comments:				
Residen	t Comments (Optional):				
	Signature (Resident)	Date			

Figure 2. Standardized direct observation assessment tool - EM outcomes assessment PGY-2 patient care 5-8.