

Family Medicine

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Appendix B. Staff Assessor Version of the Clinical Preparedness Survey

Preparedness Post Residency -STAFF

Instructions: This survey has been specifically designed to be completed by a staff member because we want to assess their point of view of Dr. X's skills in communication and patient management. *This survey takes 10 minutes to complete.*

You have been identified as a staff member able to assess the patient care skills of Dr. X, if you are not a staff member (e.g., you are a physician) or you think this is an error, please contact XXX at or XXX-XXX-XXX to be sure you receive the correct survey.

I. Your Relationship with Dr. X's – to help us understand the contextual features of this hire

- 1.01. How long have you known Dr. X? _____ Years _____ Months
- 1.02. Were you involved in interviewing Dr. X for the position s/he filled? 1. Yes 2. No
- 1.03. How often do you work with Dr. X in the care of patients?
1. Every day or nearly every day. 2. About once a week 3. About once a month 4. Never
- 1.04. If none of the above responses is right, what is the correct interval: _____
- 1.05. Please describe any other aspects of your relationship with Dr. X that you think are important:
-

II. How You Think About Skills for Practice

Instructions: We want to understand how you generally think about skills for independent practice. There are no 'correct' answers in the scenarios below and these questions are not about Dr. X, so please select the responses that best reflect your point of view.

- 2.01. If a new graduate of residency training who joined your practice within the last three months took 3 days to close their charts from recent patient visits, is this:
1. Not at all a problem
 2. Somewhat of a problem
 3. A significant problem
 4. Don't know
- 2.02. If patients of a new graduate from residency training who joined your practice within the last three months had several questions for you or someone else in your practice about the treatment plan after the visit was over, is this:
1. Not at all a problem

2. Somewhat of a problem
3. A significant problem
4. Don't know

2.03. If a new graduate from residency training *who joined your practice within the last three months* often stepped out of the exam room during the visit to look up clinical information, consult another provider or staff member, or enter orders, is this:

1. Not at all a problem
2. Somewhat of a problem
3. A significant problem
4. Don't know

2.04. If a new graduate from residency training *who joined your practice within the last three months* was receiving weekly calls from pharmacists to clarify prescriptions written by him/her, to what extent is this a problem?

1. Not at all a problem
2. Somewhat of a problem
3. A significant problem
4. Don't know

III. Your Assessment of Dr. X's Skills

Instructions: The next questions will help us understand, from your point of view, how you think about working with Dr. X.

3.01. To what extent have you observed or learned about any challenges related to the following issues with **Dr. X's** patient care during his/her first three months in your practice:

Preparedness Issues	Cannot Assess	Many Challenges	Some Challenges	No Challenges
Issues with <u>confidence</u> (e.g., self assurance arising from appreciation of their own abilities).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issues with <u>speed/timing</u> related to healthcare visits (defined as: judgment of control needed to manage events).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issues with <u>managing care in multiple settings simultaneously or back-to-back</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issues with <u>over-referring patients</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issues with working on a "time clock" or <u>being unprepared for practice demands unbounded by any duty hour restrictions</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Provide any additional comments here:

		3.02. <i>Instructions: Using the scale below, please rate Dr. X for each Professional Activity</i>				
Interpersonal Communication¹ Dr. X:	Cannot Assess at this Time	Never	Rarely	Sometimes	Frequently	Always
Listens attentively to you during interactions/conversations, especially involving patients.	<input type="checkbox"/>	1	2	3	4	5
Interrupts you during conversations.	<input type="checkbox"/>	1	2	3	4	5
Is courteous and polite when called or answering page.	<input type="checkbox"/>	1	2	3	4	5
Shows respect to you as a “team member”	<input type="checkbox"/>	1	2	3	4	5
Gives consideration to your views, suggestions and opinions	<input type="checkbox"/>	1	2	3	4	5
Explains rationale for his/her care plans or actions	<input type="checkbox"/>	1	2	3	4	5
Responds to your doubts or answers your questions politely	<input type="checkbox"/>	1	2	3	4	5
Communicates orders clearly to you either verbally or in writing	<input type="checkbox"/>	1	2	3	4	5
Apologizes to you for inappropriate behavior on his/her part	<input type="checkbox"/>	1	2	3	4	5
Processes of Care² Compared with other physicians I know, Dr. X:	Cannot Assess at this Time	Among the Worst	Below Average	Average	Above Average	Among the Best
Communicates effectively with patients	<input type="checkbox"/>	1	2	3	4	5
Is available for consultation about mutual patients	<input type="checkbox"/>	1	2	3	4	5
Is courteous to co-workers	<input type="checkbox"/>	1	2	3	4	5
Documents patient care in a timely manner	<input type="checkbox"/>	1	2	3	4	5
Communicates effectively with other healthcare professionals.	<input type="checkbox"/>	1	2	3	4	5
Handles transfers of care effectively	<input type="checkbox"/>	1	2	3	4	5
Contributes to clinic projects or initiatives	<input type="checkbox"/>	1	2	3	4	5

3.01b. When completing the table above, which of the following sources of information did you use to rate Dr. X (*indicate all that apply*)?

1. Direct observations you have made
2. Interactions that occurred between you and Dr. X
3. EHR correspondence between you and Dr. X
4. Reports from other clinicians or staff

¹ Joshi R, Ling FW, Jaeger J. Assessment of a 360 degree instrument to evaluate resident’s competency in interpersonal and Communication Skills. *Academic Medicine*, 2004;79(5):458-463.

² Lockyer J. Multisource feedback in the assessment of physician competencies. *J Contin Ed Health Professions*, 2003;23:4-12.

4.08. Have you ever worked with students, residents, or fellows? 1. Yes 2. No

4.09. If **Yes**, how recently have you worked with them?

- 1. Within the last year
- 2. 2 to 3 years ago
- 4. 4 to 5 years ago
- 4. >5 years ago

4.10. These final questions ask you about burnout. We know that wellness is an important issue for health professionals and contributes to the overall picture of the family medicine landscape for recent graduates. Your responses to these items is optional.

	Every day	A few times a week	Once a week	A few times a month	Once a month or less	A few times a year	Never
I feel burned out from my work	1	2	3	4	5	6	7
I have become more callus toward people since I took this job	1	2	3	4	5	6	7

4.11. *Please provide any final comments you would like to include below:*

Thank you for completing this survey!