Station Development Sheet

Domain(s) being evaluated: _____Conflict Resolution/Management, Communication_

Title: _____Suzy know it all_____

Setting: ____Clinical Room_____

Actor needed: <u>Yes</u>/No

Equipment Needed: Patient Chart, Actor dressed as a medical student

Stem for the door: A second year medical student, Suzy, who is on elective in the department, has been in to see one of your patients. You have not worked with Suzy before but you have worked with other students in her class and have been impressed with their abilities. Suzy is waiting to give you an update on your patient this morning, you have been asked by the faculty member to teach Suzy about the complexities of the case. (The medical knowledge of this should not be above the level of a final year medical student, they should not need specific knowledge of the specialty)

Inside the room: When the applicant enters the room they are greeted by Suzy, an overconfident, assertive second year medical student on elective who lacks insight into how she affects people. In giving her morning report Suzy will tell the applicant how she disagrees with the staff person's plan of care.
The resident will be given opportunities by Suzy to "teach" her, but she will interrupt and make the interaction difficult.
Depending on the reaction of the applicant Suzy could start to escalate her point of view and her assertiveness, to the point of being aggressive/forceful

Background/Theory (Basic concepts/issues to guide evaluator):
The goal is to see how the resident deals with teaching a difficult learner/person/interaction, and a conflict situation with a junior member of the team.
The candidate:
- Should not lose their temper
- Should not talk down to the junior member of the team
- Should try to redirect the conversation to a learning point
- Should listen to the junior member's Point Of View before disagreeing
- Should discuss the professionalism issues of putting down colleagues

Potential Probing Questions for the evaluator:
- Don't you agree with me?? (force the applicant to take a side)
- Why do you think that way??