

**Mayo Clinic Scottsdale Family Medicine Residency Program
Scottsdale, Arizona**

Longitudinal Outpatient Competencies: R3 Year

Skill Description of Competencies

1. INTERPERSONAL SKILLS

IS4 - Working With Staff - The resident will work together with front desk staff and nursing staff in a manner that fosters mutual respect and facilitates an efficiently run office.

- a. Review, several times during the half-day, your patient schedule for revisions and your message box for telephone calls and prescription renewals.
- b. Provide friendly greetings to the staff and physicians you will work with during the half-day.
- c. Acknowledge, via thanks, tasks which others assist you with or complete for you.
- d. Provide sensitive, balanced, and specific feedback to those working with you if a job has been done well, or if adjustments are necessary.
- e. Find out if those working with you have other duties that day and develop a plan for finding one another when the need arises.
- f. If desired, engage in appropriate social conversation if time permits and in an appropriate area of the office (i.e., away from places which may disturb other staff or patients).
- g. Respect confidentiality of patient care items when conversing with staff.
- h. Provide friendly good-byes and thanks at the conclusion of each day at the office.

IS5 - Working With Colleagues - The resident will work together with partners, fellow family physicians, and sub-specialists in a manner that fosters mutual respect and facilitates the efficient handling of patient care issues.

- a. Discuss issues of mutual concern on an on-going basis with physicians with whom you are sharing care for a particular patient.
- b. Ask questions and provide information to physicians who are cooperating with you on the care of a patient when indicated (i.e., for clarification, when information is required for which only you or the other provider have knowledge).
- c. Acknowledge, via thanks, tasks which others assist you with or complete for you.
- d. Respect confidentiality issues when conversing with fellow providers.
- e. Discuss issues of mutual concern on an on-going basis with physicians with whom you share certain responsibilities (e.g., call, practice management issues, etc.).

IS6 - Work with Professionals - The resident will work together with non-medical professionals in a manner that fosters mutual respect and facilitates the efficient handling of patient care issues.

- a. Learn the areas of expertise of those non-medical professionals with whom you regularly consult so that you may make appropriate referrals.
- b. Clarify the reasons for involving these people in the care of the patient so that they can be of the greatest value.
- c. Recognize the differences between the non-medical professionals working style and your own so that you can provide appropriate expectations to the patient.
- d. Avoid triangulation issues with patients and the non-medical professionals with whom you consult by drawing appropriate boundaries of care.

2. ORGANIZATIONAL SKILLS

OS4 - Task Completion - The resident will complete the tasks of the defined patient care session so that all necessary tasks (including telephone messages, charting, administrative tasks, and patient care) are accomplished in a timely, organized and professional manner.

- a Review the patient schedule with the nurse at the beginning of each clinic session in order to anticipate the patient care and nursing needs of that session.
- b Dictate or type the note for the visit before the end of the clinic session during which the visit occurred.
- c Periodically review Epic In Basket messages every day and respond appropriately in a timely fashion
- d Review electronic and paper messaging systems daily and respond appropriately in a timely fashion.
- e Contact patients directly or initiate contact via the Triage nurse in a timely fashion for all test results and follow-up issues
- f Demonstrate flexibility and efficiency when adjusting to unanticipated patient care demands during a clinic session (including work-in patients).

3. BUSINESS MANAGEMENT

BM2 - Marketing - The resident will, at each patient encounter, present oneself and the practice in a manner which will encourage the patient to select you and the practice in the future.

- a. Dress and act professionally.
- b. Be polite and courteous.
- c. Listen to the patient's concerns and try to address them during the visit.
- d. For first-time patients at the practice, ask how they came to choose this practice and, specifically, you as their physicians.
- e. For first-time patients, educate them about the practice including:
 - What a family physician is and how they are trained.
 - The services offered by the practice
 - The mechanics of scheduling visits, following-up on test results, emergencies, etc.
- f. If patients have a grievance concerning the practice:
 - Listen empathetically.
 - Apologize for the inconvenience.
 - Refer them to the appropriate member of the office staff who can offer help.
- g. When setting up the office, pay particular attention to common areas such as waiting rooms, bathrooms, the front desk, the lab, and the parking lot, for example, so that the patients are comfortable arriving and utilizing the office.
- h. Hire and train office staff who can relay to the patients your particular philosophy of care.

4. PROFESSIONAL AND PERSONAL GROWTH AND DEVELOPMENT

PPGD1 - Continuing Medical Education - The resident will engage in continuing medical education activities which are influenced by interest, deficiency, and need.

- a. Complete the requirements for continuing medical education as specified by the American Board of Family Practice on a yearly basis.
- b. Select or reject journals for review based on:
 - The quality of the journal.
 - The journals relevance and application to family medicine.
 - Specific interest in a field.

- c. Select conferences to attend primarily based on the quality of the presentation and the relevance of the conference to specific practice style and educational need.
- d. In instances where consultations are requested to clarify or answer specific clinical problems, choose consultants partly based on the quality of the educational response they can return.
- e. Develop and maintain a reference file for common clinical problems that are encountered in your practice.
- f. Develop and maintain a reference library of texts relevant to the scope of your practice.

PPGD2 - Personal Growth - The resident will engage in activities which will foster personal and professional growth as a physician.

- a. Develop a personal health maintenance plan.
- b. Provide honest explanations to patients that explain the limitations you have placed on your practice (availability, breadth of problems you will treat, restrictions) either through personal communication or through use of a patient education brochure.
- c. Choose to belong to professional organizations based on ethical, moral, and practical standards you have chosen for your practice.
- d. Choose to belong and participate in local, state, national, and international organizations based on ethical, moral, and practical standards you have chosen for you and your family.
- e. If the need arises, contact appropriate private or professional organized personnel to help deal with personal/professional crises.