

Nursing interaction

Candidate's information

You are the Consultant in charge of a shift. It is 11 pm and it has been very busy. You are just preparing for handover.

One of the nurses approaches you to discuss one of your staff members who has just commenced their night shift. The nurse states that she was commencing an initial assessment of a patient in a cubicle when the doctor entered without knocking. You had just undressed the elderly female patient for an ECG, and the doctor opened the curtains, exposing the patient to other visitors in the ED. The doctor did not introduce her/himself and when she asked them to close the curtains they ignored her and asked the patient "Why are you here?"

The nurse asked the doctor to stay quiet as they were trying to perform an ECG, at which point the doctor snapped "Don't tell me what to do!" and stormed out of the cubicle.

The nurse tells you that this doctor has been difficult to many of the nursing staff lately. This is the first time you have worked with this particular registrar

The Registrar is waiting in the room next door to discuss handover. You are required to discuss with the registrar the incident as described by the nursing staff and plan accordingly.

You have 7 minutes to complete the task.

Domains assessed;

Communication

Professionalism

Teamwork and Collaboration

Leadership

Actor information

You are a Junior Registrar in your first year of training. This is your fourth night shift in a row, and have just commenced your shift (not in charge overnight). You have not slept well the last 2 days and are very tired.

You commenced ED training this year and have found the transition to Registrar extremely challenging. You have struggled with the demands of patient flow and have found the work less enjoyable than you expected. In addition, you are studying for the Primary exam and are behind your peer group with regards to the study timetable, which is also quite stressful.

You are not suicidal.

You should acknowledge that your interaction with the nursing staff and patient were not appropriate (you were aware immediately after the incident that there had been an issue, but felt that it was the nurse who was rude to you). You should agree to ensure you apologize to the nurse at some point.

You have been unaware of any other incidents with staff members.

You feel that you are able to complete your shift as it is the last in this run. You would appreciate to arrange a time to catch up with either the DEMENT or SMS to discuss this incident further.

Domain	Criteria for High Rating
Teamwork and collaboration	Ensures appropriate time (or advice) for Registrar and nurse to resolve issues
Communication	<p>Introduction to Registrar</p> <p>Verbal clarity, conciseness, specificity – ability for registrar to follow directions</p> <p>Allows Registrar to express their own opinions</p>
Professionalism	<p>Professional appearance, demeanor and conduct</p> <p>Empathic interaction with registrar.</p> <p>Conveys concerns regarding Registrars professionalism and offers options to remediate</p> <p>Non judgmental approach</p>
Leadership	<p>Ensures that ED will be safe to run overnight (eg. by offering discussion with Registrar in charge, consider calling in on call staff or staying back late to ensure department under control)</p> <p>Discussion with trainee regarding appropriate follow up of incident (eg discussion with DEMT at later date or offers to future conversation with trainee themselves when not on shift)</p> <p>Gives trainee option of not completing shift</p>

Examiner's assessment

Candidate Name:

A. Component Assessment

Select ONE option that best represents the candidate's performance in this OSCE. Use the 9-point graded scale, where 1 is poorest and 9 is best. TICK ONE CELL for each row below.

	1	2	3	4	5	6	7	8	9
Teamwork and collaboration									
Communication									
Professionalism									
Leadership									

B. Station Difficulty (please circle): Low Moderate High

C. Examiner Notes on Candidate Performance

Positives

Areas for Improvement

Suggestions

D. Global Rating for Standard Setting (please circle)

Clear Fail

Marginal Fail

Borderline

Marginal Pass

Clear Pas