



MedStar Health

Knowledge and Compassion
Focused on You

Cultivating the Learning Environment

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Goals and Objectives

By the end of this session, the incoming intern will be able to:

- Identify characteristics of a safe and effective learning environment.
- Identify learning as part of the workplace environment
- Be familiar with “Must Call/Must Present” Cards

Learning Environment



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OneMedStar. OneGME. OneTeam.

AAMC Learning Environment Statement:



AAMC.org



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MODEL for Learning Environment

- **M**odel Professional Behavior
- **O**ffer Feedback
- **D**elineate Expectations
- **E**valuate Fairly
- Prioritize **L**earning (and Patient Care)

MedStar Mission Statement:

- **S**ervice
- **P**atient First
- **I**ntegrity
- **R**espect
- **I**nnovation
- **T**eamwork



<https://www.medstarhealth.org/about>

Workplace Environment and Learning

How to Help Your Team Learn in the Flow of Work

by Helen Tupper and Sarah Ellis

February 15, 2023

- Learning is integrated
- Learning is active
- Learning is routine



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The Power of our Words:

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

-Maya Angelou



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Empower your yourself and your team:

- Get to know your team
- Introduce the patient to the team
- Set clear expectations for the learners
- Who to call? When to call?
- Know your advocates
- Team approach/cooperation



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It's how we **treat people.**

June 8, 2023

Must Call / Must Present / Must See

MedStar Health GME Consortium

Specific Events that Mandate a Call to the Attending Physician

MUST CALL

- Timely notification following patient admission or consult
- Significant hemodynamic instability requiring intervention or code
- Upgrade in level of care (i.e. floor to icu; heightened level of patient monitoring)
- Unplanned surgery or invasive procedure (i.e. intubation, central line placement)
- New onset neurologic finding
- Unanticipated change in code status or unexpected death
- Change in condition that would result in procedure cancellation within 8 hrs
- Patient planning to leave AMA or refusal of treatment that could lead to harm
- Medication or treatment errors
- Patient or caretaker request



Must Present & Must See

Clinical Precepting Best Practices

MUST PRESENT

In addition to standard presentation elements, residents MUST PRESENT and highlight these elements verbally to the preceptor:

- **All vital signs**, including fetal heart tones/rate in OB, or **chart open** during presentation
- **Abnormal physical exam** findings or new **abnormal diagnostic** findings (ECG, rads, etc.)
- **High risk conditions or high-risk medications** - i.e., anticoagulation, active immunosuppression, complex cardiac history, HIV, congenital anomalies or failure to thrive in peds, concern for self or other harm

Reflect with every patient encounter:

- Are there any red flags?
- Has the worst case been ruled out?
- What doesn't fit?
- What serious diagnosis could be missed?

Clinical Precepting Best Practices

MUST SEE

After precepting, the supervising attending physician MUST personally SEE and evaluate the patient if:

- Considering **admission, transfer** to a higher level of care, or **procedure cancellation** within next 24 hrs
- **AMA** or **declining** to go to ER or higher level of care
- Patient with high risk conditions for which there is still an **uncertain diagnosis** after presentation
- Any **resident request** for in-person attending evaluation (in setting of primary care exception)

Reflect with every patient encounter:

- Are there any red flags?
- Has the worst case been ruled out?
- What doesn't fit?
- What serious diagnosis could be missed?

Specific Events that Mandate a Call to the Attending

Our GME Priorities

- Our GME priorities remain focused on your Safety, your Well-being & your Education
- Incidents of bias or mistreatment directed towards patients, learners, or others should be reported immediately to your PD or GME leadership
- Reach out to your PD or GME leadership with any concerns not otherwise reflected

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[**www.MedStarHealth.org/Academics**](http://www.MedStarHealth.org/Academics)

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Questions?

Need More Resources?

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