

Submitter: Shawnette Alston, MD  
Education Research

#### Poster Title

Lessons Learned in the Process of Developing & Implementing an Interprofessional Clinical Pilot Program

#### Authors

Shawnette Alston, MD

#### Abstract

**Background:** Communication between residents and attendings is vital to patient care and resident education. At St. Mary's Hospital, the night float residents are required to discuss the case of each admitted patient with the on-call teaching attending via phone. Resident presentations over the phone are quite variable. Some residents present well and are able to relay the acuity of the case, while others are disorganized and unintelligible.

#### Goals:

1. Assess residents' and teaching attendings' perception of communication during the night float rotation
2. Develop guidelines to be used by the residents during the night float rotation that will help to streamline their case presentations

#### Objective:

1. By the end of the 2 week night float rotation all PGY 2 & PGY 3 residents will demonstrate how to efficiently, accurately, and concisely discuss a patient case with an attending by phone using the guidelines.

**Methods:** Surveys of the residents and attendings were conducted to assess their perception of communication during the night float rotation and their satisfaction with telephone precepting. Their thoughts on the use of guidelines were also assessed. Focus groups with the residents and the attendings were held separately. During the focus groups each party discussed their expectations of the other.

**Results:** There are varied degrees of satisfaction with communication during telephone precepting among the residents and attendings, and most of them believe that guidelines will be or may be helpful. The attendings would like the residents to be prepared when they call to precept and expect the presentations to be structured and organized. The residents desire to know what the attendings expect of them and how much they want to know about the cases.

**Next Steps:** Guidelines for telephone precepting will be developed using the results of the focus groups. They will be piloted, evaluated, and revised as needed.

#### References

1. Lamb P, Mary. Telephone Precepting: The Development of a Curriculum. *Teaching and Learning in Medicine* 2004;16(3):276-278