Changing Resident Attitudes and Behaviors Toward Late Patients

Using simulation and implementation intention to influence resident management of late patients in continuity clinic

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Purpose

• Demonstrate the personal impact to individual patients who arrive late to clinic and are forced to reschedule with the goal to change resident attitudes toward late patients

• Demonstrate the business impact to the pediatric practice when late patients are forced to reschedule
Simulation

- **Simulation 1 – Jordan’s 6mo Well Child Check** – immersive simulation
- Residents will simulate a parent experience attempting to make it to a 12:45 clinic appointment at The University of Kansas Health System Medical Office Building (MOB), 3rd floor, on time.
  - Leave work over their lunch break
  - Travel approximately 15 minutes to pick up their “child” at daycare
  - There will be some predictable delays at daycare
    - Diaper and clothing change
    - Incident report
  - Transfer a car-seat into their car, secure the child, then travel to the MOB.
  - Park and bring their child (complete with carrier, diaper bag, etc) inside and check in with the front desk
Simulation

• **Simulation 2 – Johnny’s Sick!** – Choose your own adventure interactive simulation

• Residents will troubleshoot balancing the care of a sick child with the pressures and demands of the modern workplace and social infrastructure.
Activities

• **Education** – Residents will engage in a 15 minute didactic explaining the purpose of this simulation, the results of the baseline survey, the research behind why patients are late, and what to do about it. Education will also be provided on the business of medicine and the cost of refusing patients.

• **Policy Creation** – Residents will work in teams to create a clinic-wide late policy that addresses patient and provider needs.

**IMPLEMENTATION INTENTIONS:**

"If situation X arises, then I will perform response Y."
Data

• 13 participants
• 11 pre survey
  • 5 2\textsuperscript{nd} years
  • 6 3\textsuperscript{rd} years
• 12 post survey
How likely are you to accommodate a patient who is 10 minutes late?

Very likely

Somewhat likely

neither

somewhat unlikely

very unlikely

Very likely

Somewhat likely

neither

somewhat unlikely

very unlikely
How likely are you to accommodate a patient who is 20 minutes?

- Very likely
- Somewhat likely
- Neither
- Somewhat unlikely
- Very unlikely

How likely are you to accommodate a patient who is 20 minutes?
How likely are you to accommodate a patient who is > 20 minutes late?

- Very likely
- Somewhat likely
- neither
- somewhat unlikely
- very unlikely
Did participation in this simulation change your attitude toward late patients?

• “It made me remember to think about what my patients have to go through to get an appointment”.
• “Yes, it is hard to get a child in a limited amount of time due to uncontrolled circumstances”
• “Yes, made me understand what patients go through”
Any other feedback about this simulation?

• “This was a very well done simulation, with an incredibly important lesson to teach residents. It is important for us to always keep in mind the reason for WHY a patient is late. This simulation did a great job of teaching me to better relate to the patients and the obstacles they have in the way of arriving on time”
• “It was very interesting and definitely a good topic to continue to discuss”
“Baby Jordan” and the car seat are heavy!
References


References


Thank you!

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  • Kathryn Petelin, DO – Continuity clinic director
  • Everyone in the Pediatrics department for holding up our residents so they couldn’t leave early!

My husband and children