HSHC Ambulatory Manager Advancement Passport

Name: ______________________________________
Team Color: __________________________________

Each Manager must complete this checklist before consideration for progression to the Ambulatory Teacher role. This requires a minimum of **four** direct observations for most skills and behaviors.

### Interpersonal Communications:

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<tr>
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<tbody>
<tr>
<td>Effectively delivers bad news. (Direct Observation)</td>
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<tr>
<td>Facilitates informed decision making with controversial evidence (i.e., prostate cancer screening). (Direct Observation)</td>
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- Faculty Signature

### Medical Knowledge:

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<tbody>
<tr>
<td>Initiates clinical questions, researches the questions and brings them back to the patient care, thereby closing the loop.</td>
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<tr>
<td>During a patient care session, looks up clinical questions independently prior to precepting.</td>
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- Faculty Signature

### Professionalism:

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<tbody>
<tr>
<td>Responds to CIS inbox messages and completes forms, taking the extra steps needed (i.e., refilling all appropriate medications, not just the one requested).</td>
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<tr>
<td>With a “difficult” patient is able to maintain a supportive atmosphere and provides appropriate/equitable care. (Direct Observation)</td>
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<tr>
<td>Appropriately delivers an apology. (Direct Observation)</td>
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- Faculty Signature

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<tbody>
<tr>
<td>Demonstrates accountability to the profession and health center through the consistent display of trustworthy behaviors including honesty, openness, benevolence and reliability. (Direct observation). Two signatures required.</td>
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</table>

- Team Nurse Signature

- Faculty Signature
### Systems-Based Practice:

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Actively consults members of the healthcare team (Healthnet Care Manager, DM Educator/Nutritionist, Pharmacy visit, social worker, home nursing, pulmonary RN) when appropriate.</td>
<td>Team Nurse/Social Worker, etc. Signature</td>
</tr>
<tr>
<td>Modifies treatment plan, based on insurance coverage/plan (i.e., use of $4 prescription plans/appropriate choice of Rx).</td>
<td>Faculty Signature</td>
</tr>
<tr>
<td>Incorporates preceptor directly into visit to capture appropriate billing. (i.e., Moderate complexity Medicare patients, New patient and annual visits).</td>
<td>Faculty Signature</td>
</tr>
</tbody>
</table>

### Teamwork:

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<tbody>
<tr>
<td>Works with the team to ensure access, efficiency and patient centeredness.</td>
<td>Team Nurse/ Mid Level/ Faculty Signature</td>
</tr>
<tr>
<td>Demonstrates the ability to anticipate problems in handoffs and patient care and follows through on issues.</td>
<td>Team Nurse/ Mid Level/ Faculty Signature</td>
</tr>
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### Patient Care:

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<tbody>
<tr>
<td>Manages a complex patient through prioritization.</td>
<td>Team Nurse/Faculty/Case Manager Signature</td>
</tr>
<tr>
<td>Identifies risks and benefits of infrequently utilized tests, complex treatments, disease prognosis of uncommon diseases.</td>
<td>Faculty Signature</td>
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### Practice-Based Learning Improvement:

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<tbody>
<tr>
<td>Understands when a patient may not fit within the guidelines.</td>
<td>Faculty Signature</td>
</tr>
<tr>
<td>Completed Chart Review and generated process improvement suggestions independently. Discussed plan with Team Attending.</td>
<td>Faculty Signature</td>
</tr>
<tr>
<td>Incorporates medical literature in management decisions.</td>
<td>Faculty Signature</td>
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### CEX:

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<tbody>
<tr>
<td>I have completed all Ambulatory CEX.</td>
<td>Self Signature</td>
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</table>

**The ambulatory Manager has completed all the skills listed above and I endorse this resident for progression to an ambulatory Teacher.**

**The ambulatory advancement committee approves the above Manager for progression to ambulatory Teacher.**