Working Against the Clock: Effective & Educational Outpatient Precepting
Disclosures

• We have no financial (or other) ties to disclose related to the topics of this talk.

  – We just like outpatient medicine & teaching!
Who are we?

- Mat Kladney MD
- Iman Hassan MD
- Mayce Mansour MD
- Lauren Shapiro MD
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Learning Objectives

• What do you want to get out of this session?
Learning Objectives

- Discuss the unique challenges of teaching in the outpatient setting
- Identify different learners’ different needs
- Use learners’ needs to direct your precepting style
- Learn about different precepting models
- Discuss strategies for precepting skill development

- Practice!
Outpatient Teaching

• What is unique about outpatient precepting?
  – Race against the clock
  – Different problems, different solutions
  – Residents rarely practice outpatient teaching
  – One-on-one teaching (not team teaching)
Individualized Teaching

- Different Learners have Different Needs!
  - These needs are based on:
    - PGY Level
    - Individual Resident Skills
    - Clinic Population/Resources
    - Residency Expectations/Needs
    - Directed questioning
Individualized Teaching

• Different Learners have Different Needs!
  – It is your job to identify the needs of the learner in front of you.
    • This will direct your teaching style!
Individualized Teaching

- Different Learners have Different Needs!
  - PGY1 vs PGY3
Individualized Teaching

- Different Learners have Different Needs!
  - “Thorough Resident” vs “Efficient Resident”
Individualized Teaching

- Different Learners have Different Needs!
  - You need to identify what the learner in front of you needs.
  - It isn’t always medical knowledge!
    - Presentation skills
    - Agenda setting skills
    - Systems based practice
Individualized Teaching

• Different Learners have Different Needs!
  – Most often you can identify learner needs by direct questioning.
    • “What do you think is going on?”
    • “What do you think this patient needs?”
    • “How will you get the patient XYZ?”
Individualized Teaching

- Different Learners have Different Needs!

  - Most often you can identify learner needs by direct questioning.
  - Even when a resident is “correct” you should test what that means.
    - “My patient’s A1C is at goal, so I don’t want to change her medication regimen.”
Individualized Teaching

• Different Learners have Different Needs!
  – Your precepting style should match the needs of your learner.
Outpatient Teaching

• This is hard!!!
  – How do I get better?
Outpatient Teaching

• **This is hard!!**
  – Practice, practice, practice
  – Develop outpatient teaching scripts

  – Shadowing
    • Shadow experienced preceptors
    • Ask experienced preceptors to shadow you
Outpatient Teaching

- This is hard!!!
  - Learn about precepting models
    - SNAPPS
    - One-Minute Preceptor
  - Read outpatient teaching literature
Practice - Observing

• Case #1
  – Dr Kladney is a PGY2, you have been told that he has relatively good medical knowledge but often rushes through cases and tries to leave clinic as soon as possible.
Practice - Observing

• Case #2
  – Dr Hassan is a PGY3, you have been told that she is one of the strongest residents in clinic, she is planning a career in primary care.
Practice - Observed

• Your turn!