

Scenario Development Worksheet

Title: Evaluating Pendleton's Feedback Model
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Creation date: February 2020
Target Audience: INTAPT Students taking the Simulation Based Education Workshop

Learning Objectives:

<u>Competency</u>	<u>Objective</u>
Knowledge: Recall	Learner is able to recall the Pendleton's Model of feedback
Application: Apply	The learner is able to apply all 4 stages of Pendleton's feedback Model in this particular context
Comprehension: Recognize	Recognize the need to provide feedback

Moulage Information: Enter location/type of make up required.

Hallway,

Scenario Information

History of Presenting Situation: You are a senior surgical resident (R5) at a hospital in downtown Toronto. You are on call with a new R1 that started this year that you have heard some concerns about. Its two weeks into this rotation and this is your first time on call together as the R1 has just come back from a week of vacation. You perform tuck in rounds together and ensure you have answered all of the R1's questions about your patients before going to your call room. In your organization it is expected that the R1 hold the pager and answer calls for the shift, and delegate to the R5 when clarification or assistance is needed, as the R1 gets a post call day and the R5 helps to run clinic the next day. The R1 is aware of this and has previously been reminded of the workflow. It's now 10pm and you have been in your call room for an hour. You get paged by the nurse to come to the floor, when you ask for clarification regarding the page, they just say "I just really need you to come". You arrive to the floor and the nurse says, "your resident left saying he needs a break and when I asked him where can we reach him is we need to he said "I feel like I've been working a lot lately and I need some personal time, I'm meeting up with a friend for a late dinner, I'll be back in 2 hours, so please page my senior resident, he will cover until I come back"

History/Background

Age 25 (R1) 30 (R2)
PHx: N/A
Social R1 has self-selected in this surgical specialty at this university as their first choice

Session Information/Requirements

Location: Other If other, please specify: Surgical unit

Make-up: N/A

Confederates/Actors: 1 Actor (R1)

Equipment: N/A

Scenario Flow

Time	Scenario Flow	Expected Actions and Transitions	Actor and Patient Script	Facilitator Notes
30 sec.		Recognize the need to provide feedback to junior resident		*If participant doesn't initiate feedback, prompt them to do so
1-3 min	Stage 1	<p>Invite your partner to tell you what they think went well / they did well.</p> <p>Sometimes people struggle with this step. They might shrug their shoulders or use a phrase like 'I Don't Know' or 'Nothing Much'. Don't let them off the hook. They need to find at least one thing they thought went well – no matter how small.</p>	Junior resident's response: "I informed the charge nurse of my whereabouts and ensured she was aware of how to get help during my break. I know you have to work tomorrow so I didn't want to disturb you and the patients are stable anyhow, I made sure of that"	
1-3 mins	Stage 2	<p>Acknowledge those successes and then add to them by saying "What I thought went well / you did well was...."</p> <p>Reflect on the successes that they share, but then make a real effort to find other examples of things that went well. This shows your partner that you notice everything – not just the areas that need improvement.</p>	Senior Resident's Response: "Yes you did all that you mentioned and was quite clear about your intentions. You also took your pager with you thus maintaining means to contact you"	
1 minute	Stage 3	<p>Ask your partner if there was anything they would do differently next time.</p> <p>Notice this question is not about what went wrong or what they could do better, it is simply about what they could do <i>differently</i>. This removes any judgement and makes the question simply about exploring options.</p>	Junior Resident's response with a chuckle: "well I am not so sure. I guess I should have told you myself then"	
1-3 min	Stage 4	<p>Acknowledge their ideas and add to them by saying "What I might have tried / done differently was..."</p> <p>Providing examples of how you might do something simply adds to the options for next time. You are not necessarily saying this is the <i>only</i> way to do something, but you are suggesting it might be something worth trying.</p>	Senior resident's response: "for sure, considering that the code of conduct requires us to be present and available at all times during our call, I would have tried getting clearance from our overseer if I have to deviate from that at any time. I would just want to ensure no one is taken by surprise especially If an emergency situation should arise. After all we strive to ensure potentials for catastrophe are eliminated right. How do you feel about this?"	