

SBP RO&CA

Instructions for Evaluator

The RO&CA evaluation is a brief (10-20 minute) spot check of resident clinical skills followed by immediate feedback. Directly observe for systems thinking, patient care coordination, and patient safety. Complete the assessment and give feedback to the resident immediately after the observation. Base your evaluation on only 1 observation, not on a composite of encounters. Focus on Systems Based Practice aspects of this encounter. Only address what was observed, discuss examples and skip if not observed.

Encounter Type:

Admission Discharge Consult Outpatient Encounter Team Meeting
 Encounter with a Health Care Professional QI project Communication with Insurer
 Letter of Medical Necessity Procedure Process identification

Systems Thinking:

Level 1. Acknowledges that healthcare is delivered in a complex system of care
 Level 2. Describes and differentiates between the various systems of care in which rehabilitation is provided (e.g., acute care; inpatient rehabilitation facility (IRF); skilled nursing facility (SNF), outpatient, or home health care, etc.)
 Level 3. Has learned to coordinate care across a variety of settings (e.g. inpatient, outpatient, consultative, etc.) Incorporates patient-specific rehabilitation needs, social factors, cost/benefit, and resources into decision-making (e.g. inpatient admission, length of stay, discharge destination, equipment, essential outpatient services, medical management, etc.)
 Level 4. Advocates for and provides high-quality, safe, well-coordinated, patient-centered care across the healthcare system. Efficiently manages and coordinates patient transitions between various settings (e.g., acute, IRF, SNF, community, etc.)

Comment:

Patient Care Coordination:

Level 1. Actively participates in team-based care.
 Level 2. Directs questions/comments to appropriate team members demonstrating understanding of their roles in patient care.
 Level 3. Collaborates effectively and respectfully with the patient/family, multiple providers and the interdisciplinary team to develop patient-centered goals.
 Level 4. Leads the interdisciplinary team to ensure high quality, safe patient care. Creates an environment where team members are encouraged to voice concerns and share their expertise.

Comment:

Patient Safety:

Level 1. Recognizes the impact of process and systems failures on patient safety.
 Level 2. Participates in established safety initiatives (e.g., use of approved abbreviations, isolation precautions, hand washing). Applies structured process(es) to foster clear, concise, accurate and specific communication during patient handoffs.
 Level 3. Identifies health system factors that increase risk for errors, (e.g., errors in the Electronic Medical Record, lack of health information exchange). Utilizes existing processes and procedures for reporting problematic events.
 Level 4. Partners with others in activities to improve patient safety. Learns from critical incidents or systems failures that have impacted patient safety.

Comment:

Strengths or areas in need of improvement if scoring above/below attending expectations:

Attending Signature:

Resident Signature:

Date: