

## **Urgent Care – PGY1**

**Goal:** To develop the knowledge and skills necessary to identify and address urgent care problems that present to the family physician.

### **Objectives:**

#### **Patient Care**

- I. Provide medical care for patients presenting to urgent-care settings.**
  1. Efficiently and rapidly gather essential and accurate information about patients' presenting complaints.
  2. Perform an appropriate, focused history and physical exam, including gathering needed data and ordering appropriate diagnostic testing.
  3. Develop a thorough but concise differential diagnosis for the presenting problem(s).
  4. Recognize and provide appropriate stabilization for emergencies, and assess the need for transfer to a higher level of care.
- II. Perform common urgent care procedures under the supervision of an attending physician**
  1. Understand indications for each inpatient procedure.
  2. Counsel patients on the indications, risks, benefits and alternatives of procedures.
  3. Obtain informed consent for needed procedures.
  4. Clearly document procedures performed.

#### **Medical Knowledge**

1. Interpret information from multiple sources, including the patient, his/her family, as well as laboratory data and diagnostic testing to identify a final diagnosis and develop a management plan.
2. Anticipate potential outcomes (expected and unexpected) of common medical conditions in the urgent care setting.
3. Demonstrate correct interpretation of chest x-rays.

#### **Interpersonal and Communication Skills**

1. Communicate information to patients and patients' families with attention to privacy concerns and healthcare literacy
2. Write complete, accurate, well-organized notes that reflect a synthesis of relevant information from multiple sources.
3. Provide discharge information to patients empathetically using reflective listening techniques.
4. Present patients concisely and accurately by telephone to other clinicians for consultation.
5. Communicate and work collaboratively with staff, other physicians and healthcare providers to create and sustain an environment fostering a team-based approach to patient care.

#### **Professionalism**

1. Arrive punctually to sign out, rounds and other residency duties.
2. Complete required documentation and clinical tasks in a timely manner.
3. Demonstrate emotional maturity, including respectful communication with patients and other members of the healthcare team.
4. Identify limits of one's own medical knowledge and appropriately seek assistance when needed.

#### **Systems-Based Practice**

- I. Provide medical care in a cost-conscious manner.**

1. Recognize and address social and financial barriers to care.
2. Utilize consultants and ancillary services when medically appropriate.
3. Ensure that all patients receive appropriate care, including being able to obtain necessary medications and follow-up testing.
4. Prescribe medications and follow-up testing as medically appropriate.
5. Utilize clinical pathways and disease management guidelines to ensure quality care is provided.

**II. Demonstrate an attention to patient safety.**

1. Recognize medical errors when they occur, including “near misses.”
2. Utilize available systems to report medical errors in an effort to improve medical care in the future.
3. Utilize appropriate and available protocols, including checklists, to maximize patient safety.

### **Practice Based Learning and Improvement**

1. Formulate relevant, searchable, clinical questions.
2. Utilize evidence-based resources to investigate clinical questions that arise when caring for patients.
3. Identify areas for further learning and improvement based on feedback and self-assessment.
4. Demonstrate an attitude of self-improvement by seeking out and being receptive to feedback.
5. Give feedback to junior learners on the team (medical students).
6. Begin to teach junior learners (medical students) pertinent clinical skills and medical knowledge.