

75 Consultations and Transitions of Care Education: An Interdisciplinary Workshop

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Introduction: Specialty consultations and admissions are necessary in the practice of EM. The communication skills required to effectively request specialist involvement, respond to consultation requests, and transition patient care to the specialist is not consistently taught in medical schools. The ACGME has made Transitions of Care (TOC) a priority and is one of the six main focuses of the institutional CLER assessments. In order to address this educational deficit and meet the goals of the ACGME, we designed a 2.5-hour interdisciplinary workshop for EM and OB residents.

Educational Objectives: The goal of this session was to improve the communication skills needed for effective consultation/TOC and to standardize this education for our residents.

The objectives were to:

1. Identify the reasons effective consultations/TOC are important in patient care and to the providers themselves
2. Identify the obstacles to effective consultations/TOC
3. Develop best practices for consultations/TOC between both services

Curricular Design: A facilitated discussion was lead by EM and OB residency faculty to provide background, help identify key issues, and discuss an established model. Interdisciplinary small groups consisting of faculty and residents of all training levels focused on various aspects of consultations/TOC. These included identification of both hazardous and ideal TOC, environmental influences, and troubleshooting disagreements. Role-play by small groups was used to facilitate large group discussion and determine consensus on best practices.

Impact/Effectiveness: Residents rated the session as a 4.4/5 (1: below expectations, 5: exceeds expectations) with verbal comments that reflected their desire to have more training in this area and with other services. Based on resident feedback, this workshop will be given to other specialties and be integrated into GME Orientation in order to standardize these practices in our institution.