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.

<table>
<thead>
<tr>
<th>Encounter Type:</th>
<th>___Outpatient Encounter ____Office Meeting ___Encounter with a Health Care Professional ___QI project ___Communication with Insurer ___Letter of Medical Necessity ___Procedure ___Process identification ___EMG</th>
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**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 services are provided (e.g., multiple specialty roles in area, office, therapist guided, home program, etc.)
___ Level 3. Has learned to coordinate care across a variety of settings (e.g. identifies consult vs. referral, knows resources in the community, etc.) Incorporates patient-specific rehabilitation needs, social factors, cost/benefit, and resources into decision-making (e.g. equipment needed for procedure, essential outpatient services, medical management, know community services/supports available for people with specific disabilities, 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., adequately evaluates and documents needs for services, independently identifies patient needs and incorporates into care, etc.)

**Comment:**

**Patient Care Coordination:**

___ Level 1. Actively participates in clinic.
___ Level 2. Directs questions/comments appropriately, demonstrating understanding of roles in patient care. Aware of reason patient is being seen. (e.g., understand theories behind procedure, knows steps of procedure)
___ Level 3. Collaborates effectively and respectfully with the patient/family, multiple providers and the interdisciplinary team to develop patient-centered goals.
___ Level 4. Should independently incorporate community resources, communicate with other providers, and efficiently manage and coordinate patient transitions between providers (e.g. Communicate with therapists and consult sources, etc.)

**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, sharps handling, hand washing, know indications/contraindications). Applies structured process(es) to foster clear, concise, accurate and specific communication during presentation to attending and during procedure.
___ Level 3. Identifies health system factors that increase risk for errors, (e.g., errors in the Electronic Medical Record, lack of health information exchange, accurately obtains consent for given intervention.)
___ 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:**