

Auditor Training Workshop – How to Deliver Effective Feedback

Case Scenario #1

Reviewer

You have done a review of the files of this physician, and are now sitting down to discuss the review with him/her. Your review found that the records were generally fairly well done, and the care seems to meet the standard required. You do have some questions about things that seem to be missing, however.

Allergies not consistently recorded?

Immunizations not consistently listed?

With patients with multiple medications, a regular review of medications is not always apparent.

Are physical exams being done and recorded as appropriate to the problems being seen?

Case Scenario #1

Reviewee

You have recently had a chart review done by a College reviewer. You have received the report back, which has some suggestions for improvement. You have found this whole process to be quite stressful to go through, and are nervous about this meeting. You don't know if "they" understand the realities of day-to-day practice, and the demands that go along with it.

You are reassured that there were some positive comments, and that your care meets the standard.

You have some difficulty keeping up with keeping all of the charting, and don't always record everything that you do. You have been seeing your patients for many years, and feel that you know them well, and don't have to record every thing every time. There is a suggestion about using flow charts, but you don't think that your electronic record has a way to do that.

You do recognize that doing things like regular medication reviews would be a good idea. You know that checking about immunizations is also important, and you will try to do this more regularly. If asked to come up with a solution, you think you might be able to get your staff/office assistant to check with the patients about tetanus or flu shots, and leave you a note about this.