

Auditor Training Workshop – How to Deliver Effective Feedback

Case Scenario #3

Reviewer

You have done a review of the files of this general surgeon, 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 a couple of cases, though.

One patient had cholecystitis but also had elevated lipase. You couldn't see that this was followed up on. The patient had surgery and did well, but you feel that this should have been followed up.

One patient had a pulmonary embolism post-op, and there was not much documentation about this. Should they have been on DVT prophylaxis? Nothing in the notes to say if it was considered.

It's important to point out that someone new looking at this record could have a hard time understanding what is going on with the patient.

Case Scenario #3

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 feel that many things are documented by other providers in the chart, so you didn't specifically address some of the things the reviewer mentioned.

You do recognize that having good notes is important, but your time is already challenged. You know your patients well, so feel that your shorter notes are not too bad.