

Appendix 4: Improving Performance Action Plan (IPAP) to Address Identified Issues
(Please refer to IPAP Guidelines)

**To be completed by the Clinical Supervisor, in consultation with Medical Education Staff and the TMO.
 The Director of Clinical Training has responsibility for ongoing implementation of Action Plans.**

Name of Trainee Medical Officer: Unit:

Term: Term Dates:

Issues related to criteria	Actions/Tasks	Timeframe	Review Date

Dates and Notes/Comments by DCT at Interview/s with Trainee Medical Officer

Signatures:

Clinical Supervisor

Date/...../.....

Director of Clinical Training.....

Date/...../.....

TMO

Date/...../.....

Guidelines for Completing Improving Performance Action Plans

This document can act as a guide for Clinical Supervisors and Medical Education Staff to develop Improving Performance Action Plans. Supervisors may choose to add to or modify the suggested plans to accommodate individual TMOs, the specific units and available resources in hospitals.

Criteria on Assessment Form	Criteria Indicators	Suggestions for Improving Performance Action Plans
<p>Clinical Knowledge Base Demonstrates adequate knowledge of basic & clinical sciences</p>	<p>Ability to read around cases and pursue independent inquiry by use of technology and other data access methods</p> <p>Can demonstrate a knowledge base when discussing/presenting cases to supervisors in clinical settings (e.g. ward rounds)</p> <p>Uses relevant evidenced based information in managing patients</p>	<p>Read around cases in clinical area and identify with supervisor where knowledge is lacking</p> <p>Review last 3-4 clinical cases and improve knowledge through reading and discussing with supervisors</p> <p>Attend regular education/tutorials within the unit to increase knowledge</p> <p>Identify with supervisor/medical education staff which data bases to use and how to access them</p> <p>Use on line or self directed learning packages specific to unit rotation to increase knowledge base</p> <p>Allocate percentage of time each week to work towards improving knowledge base</p>
<p>Clinical Clinical skills Elicits & records accurate, complete history and clinical examination findings</p>	<p>Uses a systematic process when taking a history</p> <p>Includes all relevant/necessary personnel to take history (e.g. Patient, relatives, care-givers, parents of children, paramedics etc)</p> <p>History is shown to be concise and comprehensive of information required</p> <p>Documents an accurate history and clinical findings in a systematic format that is easily read and understood</p> <p>Uses a range of skills and available resources/instruments to complete the clinical examination</p> <p>Examines patients in a sensitive and appropriate manner so as to elicit relevant information</p>	<p>TMO to identify with supervisor key aspects of history taking & examination and range of personnel who can provide information re the history.</p> <p>Complete history & examination with supervisor present on at least 3 patients and receive feedback from supervisor on this performance</p> <p>Supervisor to audit documentation of histories and examinations during the week and give feedback to TMO</p> <p>Supervisor to audit documentation of history & examination by mid and end of term advising TMO of improvements</p>

<p>Clinical judgement / decision making skills Organises, synthesizes and acts on information and applies knowledge base</p>	<p>Is able to use information from history and examination to develop provisional and differential diagnoses</p> <p>Is able to determine appropriate tests & investigations required to confirm diagnosis and develop appropriate management</p> <p>Is able to develop a management plan for the patient/s</p> <p>Is able to justify the management plan based on knowledge, evidence based information and input from supervisors and members of a multidiscipline team</p> <p>Is able to determine what other medical staff and health care professionals should be consulted or referred to, to assist in the decision making process for diagnosis and/or management</p> <p>Is able to identify at which stages of the process, assistance/advice from supervisors is required</p>	<p>Discuss with supervisor the stages required of the process – collecting the information, organizing the information, synthesizing the information and acting upon information to make decisions</p> <p>Works/buddies with supervisor on a particular number of cases to gain experience with the process</p> <p>Present cases from clinical area to supervisor demonstrating the systematic approach used to decision make/problem solve the clinical cases</p> <p>Explains to supervisor why particular health care professionals need to be contacted (for specific cases) to assist in the decision making and /or management process</p> <p>Present a case/s to the supervisor being able to identify and justify the key aspects of management</p> <p>On after hours work, is able to orientate the supervisor to whom they are reporting what the major problem/concerns are and how they could be approached</p> <p>Attends education sessions where case presentations are given (in unit or the hospital)</p> <p>Is given an opportunity to present a case/s at unit meetings/unit education sessions and receive feedback regarding the presentation</p>
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<p>Clinical Emergency Skills Acts effectively and when appropriate acknowledges own limitations and seeks help</p>	<p>Can demonstrate appropriate initial responses to an emergency situation</p> <p>Can demonstrate BLS management in an emergency situation</p> <p>Can work as part of a team in an emergency situation</p> <p>Can follow instructions from supervisory/senior staff in an emergency situation</p> <p>Evaluates own strengths & limitations in emergency care & seeks advice and assistance when appropriate</p>	<p>Reviews hospital's policy/procedures for emergency response and CPR</p> <p>Demonstrates Basic CPR skills</p> <p>Receives debrief/feedback on involvement in an emergency situation/after hours work emergency</p> <p>Discusses with supervisor own abilities and limitations in a specific emergency situation</p> <p>Is able to explain to supervisor how better to deal with emergency situations in the future</p>
<p>Clinical Procedural Skills Performs procedures</p>	<p>Ensures consent/information given to patient re procedures</p> <p>Ensures safety and infection</p>	<p>Reviews hospital's policy/guidelines on specific procedure/s</p> <p>Reviews video/CD/online resources on</p>

<p>competently</p>	<p>control measures are taken when performing the procedure.</p> <p>Is able to provide appropriate information to patients regarding the procedure</p> <p>Can perform procedural skills according to hospital's policies/guidelines</p> <p>Seeks assistance from supervisor when unable to perform/complete a procedure</p>	<p>procedure/s</p> <p>Observes supervisor performing procedure and discusses with supervisor</p> <p>Asks supervisor to observe while performing procedure and uses feedback from supervisor to improve the skill</p> <p>Joins IV Service staff for e.g. half a day session to gain experience in cannulation /IVs</p> <p>Attends Unit or hospital's Education Sessions on Procedural Skills</p> <p>Asks Supervisor/Medical Education Staff if there are opportunities in other units available to practice the procedure/s</p>
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<p>Communication Patient and Family. Interacts effectively and sensitively with patients and families/care givers</p>	<p>Demonstrates a caring a supportive attitude to patients when interacting with them</p> <p>Uses appropriate verbal and non verbal communication strategies</p> <p>Is able to give clear, concise, easily understood information/explanations</p> <p>Clarifies with patient and families that information given is understood</p> <p>Seeks assistance with English language when required</p>	<p>Attends communication skills workshop.</p> <p>Demonstrates to supervisor in clinical settings, ability to communicate clearly and concisely</p> <p>Can tell supervisor what information needs to be given to patient regarding management, operation, procedure or discharge</p> <p>Checks with patients that instructions given have been understood</p> <p>Identifies with supervisor, how he/she is working towards improving their English</p> <p>Seeks feedback from health care professionals in the team regarding communication strategies</p>
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<p>Medical Records/Clinical Documentation. Provides clear, comprehensive and accurate records.</p>	<p>Maintains records that are clear, concise accurate and legible</p> <p>Completes documentation in the correct patient's records in an appropriate time frame</p> <p>Ensures patients records are written objectively</p> <p>Ensures entries into patient's records are correctly signed and include a date and time</p> <p>Completes comprehensive discharge summaries that provide accurate & relevant information</p>	<p>Review and discuss progress notes with supervisor of at least 3 patients</p> <p>Supervisor and/or MEO to audit at least 3 patients histories completed by the TMO</p> <p>Review samples of patient histories which meet the requirements for clinical documentation</p> <p>Reviews 3 or 4 samples of discharge summaries with consultant in unit</p>
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<p>Personal and Professional Responsibility Demonstrates punctuality, reliability, honesty and self care.</p>	<p>Is able to arrive on time for duties associated with the TMO role</p> <p>Shows dependability and reliability to patients, care-givers and staff</p> <p>Recognizes the need to continually take advantage of learning opportunities</p> <p>Actively seeks opportunities to become involved in a range of opportunities as a health care professional</p> <p>Utilizes the SA Health Code of Conduct in performing duties as a TMO</p> <p>Accepts responsibility for own actions and understands the limitations of own knowledge and experience</p> <p>Demonstrates integrity and compassion in patient care</p> <p>Shows personal commitment to honouring the choices and rights of patients and others</p>	<p>Develops a plan for morning ward round so that rounds can start on time</p> <p>Go through plan for the following day with registrar – including time frame for events</p> <p>Starts to use a process when on after hours work can give an estimate of when he/she is likely to be able to attend to the patient</p> <p>Follows up tests & investigations and is able to give this feedback to registrar/consultant when appropriate</p> <p>Develops own plan/strategies to ensure own health is maintained</p> <p>Requests help from SA Health resources when needing assistance (e.g. Occupational Health)</p>
<p>Teaching Participates in teaching other healthcare professionals, patients and/or care providers</p>	<p>With guidance from the supervisor, informs patients and care givers of their medical condition, progress, tests and investigations</p> <p>Informs patients of their management including risks, discomfort and inconveniences</p> <p>Facilitates the learning of others e.g. nurses, allied health staff, medical students</p>	<p>Reviews with supervisor opportunities to teach in the unit</p> <p>Asks to be involved with teaching of medical students on ward round</p> <p>Supervisor to check with patient after teaching/education been given by TMO for patient understanding and feedback</p> <p>Present a case study within the unit as an opportunity to teach other health care professionals</p>
<p>Time Management</p>	<p>Is able to demonstrate :- arriving on time and the successful completion of daily tasks/duties</p> <p>Notifies other staff when unable to attend or will be delayed e.g. answering a after hours work</p> <p>Is resourceful in managing time during daily work</p>	<p>Develops a plan with registrar of the daily routine with expected time frame for duties</p> <p>Develops a checklist for daily tasks</p> <p>Ensures management/tests/investigations discussed on ward round is commenced prior to end of shift or as requested by the supervisor</p> <p>Ask registrar or consultant to give feedback of time management at the end of the week</p>

	<p>Makes timely decisions and is able to act upon them</p> <p>Recognizes time problems when work requirements are excessive and discusses these with the supervisor</p>	<p>At unit orientation with the supervisor discusses requirements of the job description, unit learning objectives and workload in the unit</p>
<p><i>Teamwork and colleagues</i> Works and communicates within a team</p>	<p>Has ability to interact effectively within a team</p> <p>Demonstrates enthusiasm and initiative within the team</p> <p>Values the knowledge and experience of other team members</p> <p>Relates easily to other team members, maintains team spirit and encourages co-operation</p> <p>Establishes and maintains relevant professional networks</p>	<p>Communicates with patient's GP to ensure discharge information is given</p> <p>Reflects on own ability to interact effectively & professionally with supervisors and other team members</p> <p>Discusses any feedback from registrar/consultant in a positive manner</p>