

Road Map for Directed Observation: A Teachable Moment in Busy Environments

Pre-observation

Conversation with the learner to identify a learning point

Discuss with the learner what they would like to learn from an observation

Based on what the learner identifies & your knowledge of the patient, identify a directed observation learning point

Demonstration by Faculty & Observation by Learner

Provide Care to the patient

Introduce yourself and the learner to the patient; clarify to the patient the learner will be observing the encounter

Conduct your encounter and be certain to include what was agreed upon before

Post-Observation

Debrief observation & Clarify Learning Point

Ask the learner what they observed

Discuss the outcome of the encounter and reiterate learning points observed

Leave time for questions, clarifications, assigning further readings etc.

Identify anything unclear the learner can pursue in a self-directed activity

1. Role-model a physician-patient interaction



2. Role-model the directed observation point



3. Debrief encounter & directed observation

Tips to Improve Learning

Specific to the patient encounter...
Allow the learner to express what they know (this builds confidence & engagement)

What is unclear to them requiring further investigation

Emphasize learning from patients & their stories by using interpersonal /communication skills

Keep learners engaged through directed observation (avoid global observation of everything as this leads to distraction)

Adjust questioning to the level of the learner

Demonstration of clinical skills can be done at the bedside

Avoidance of lengthy didactic discussions; keeps learners engaged during an encounter through small learning chunks based on observation