

Observations  
Dermatology Peds Clinic – Northwest Clinic

Thursday, July 2

MD's

Staff Consultant	Dawn Davis
1 <sup>st</sup> Yr Resident	Josh
2 <sup>nd</sup> Yr Resident	Josh
3 <sup>rd</sup> Yr Resident	Meghan

In typical circumstances, there is also a non-Derm resident who shadows the Staff Consultant for teaching purposes

Nurses

Registered Nurse

LPN-

Patients are typically scheduled Double/Triple/Double/Triple

First patient 9:00 AM

1. 2<sup>nd</sup> yr. resident  
Resident saw the patient alone. Came to work room and reviewed the case with Dr. Davis. She went to the room, spoke with patient/family. Quick exam confirmed recommendations and treatment plan. Resident was on the computer, not the staff physician.
2. 1<sup>st</sup> yr. resident  
Resident saw the patient alone. Came to work room and discussed case. Returned together to the patient. Dr. Davis logs into the computer. Examines patient. Suggests prescription, education on prescription choices, Resident on computer and interacting with the patient. Orders Rx on computer.
3. 2<sup>nd</sup> yr. resident  
Very brief interaction for Dr. Davis.

Work room

Dr. Davis dictates on Patient #2. Dictates rapidly and obviously it is information she repeats frequently. //opportunity: dictation template for specific diagnoses//

4. 2<sup>nd</sup> yr. resident  
Explains case in workroom. Dr. Davis sees patient recommends freezing procedure. RN prepares for procedure and brings into the exam room. Resident

performs procedure after Dr. Davis leaves the room. No computer, no dictation by staff MD.

5. Meghan has a return patient with scabies. Dr. Davis will see with her since Meghan is pregnant.

6. 1<sup>st</sup> yr. resident.

Reviews case with Dr. Davis in work room. Acne case. Dr. Davis is teaching while discussing. Dr. Davis logs into computer. Writes prescription, updates EOP, and does billing. Provides education to patient. [//opportunity: education//](#)

Dr. Davis dictates. Again, dictates rapidly and obviously it is information she repeats frequently. Some opportunity again as some information is unique but most is templatable. [//opportunity: dictation template for specific diagnoses//](#)

Medical secretary stops in. Letters to sign, etc. We talk about dictation, transcription and she mentions that she uses SH when she transcribes.

7. 2<sup>nd</sup> yr. resident

Review in staff room. Return patient from about a year ago. Resident has already gotten a skin scraping and they review together under a microscope in Nursing Station. In the Exam Room, Dr. Davis examines the patient, the Resident logs into the computer. Dawn talks and the resident enters things into the computer. They ask the RN to educate patient on dressings. [//opportunity: education//](#)

8. 1<sup>st</sup> yr. resident

Examine patient together. Dr. Davis orders photos (here at NW Clinic) and patch testing (Mayo Building – E5). Recommends referral to an Oral derm specialist. The desk staff here schedules the photos and patch testing.

Back in work room - Dr. Davis makes call to a specialist to arrange - no answer. She picks up a label and to keep track of this patient to make sure the pt follows through with her recommendations. Will need to follow up later with Oral Derm specialist.

Dr. Davis spends time reading In-Box messages, e-mails, etc. The 2<sup>nd</sup> yr. resident is dictating on patients he has seen.

9. 1<sup>st</sup> yr. resident

(Verify if this pt was truly scheduled as a “consult”) Resident has done the work up. She asks questions and teaches. Dawn looks up the referral note and reads it. Consult – P code. She sends Josh to get LPN (photographs) and RN (pamphlet and education) [//opportunity: education//](#)

10. Two patient rechecks. Dr. Davis examines, discusses, and advises.

Back in work room. Dr. Davis gets a priority page. She is offering advice to a pts Mother about past treatment.

Dr. Davis describes a huge abuse of their time by the employee population.

Examples:

- Direct priority page from an administrator regarding her child whom she previously saw
- Multiple e-mails from employees asking advice
- Employee “drop-ins” ~ she returned to her office from lunch and a Mayo staff was sitting in her office with his wife and child – needed advice

There is a perception this is a common problem among Dermatologists

#### Other observations:

Resident dictating

Resident returning phone calls to patients

Dr. Davis doing additional In-Box messages

Dr. Davis responding to patient issues for Residents who have left Mayo (associated with year end activity)

I did not do a timing study but it appears very efficient when working with the 2<sup>nd</sup> year resident - there is no computer time for Dr. Davis. Also, it seems the resident did the majority of the dictation on these visits.