

AHRQ Uncertainty Grant
SP Uncertainty Encounter Template

Case Title: Back Pain/Female/Sign-Out/Inquisitive-Inquiring

Standardized Patient Name: Leah Patterson

Gender: Female

Age: 35 y/o

Setting: Emergency Department

Primary vs. Sign-Out Patient: Sign-out

Emotional State: Inquisitive/Inquiring

Initial Presenting Symptoms: Back Pain

Symptoms: Ongoing (report as 3 out of 10 if asked)

SP Case Summary Guide

Summary of the Scenario:

You are a 35-year-old female patient with no medical problems who came to the Emergency Department for evaluation of lower back pain. Your symptoms began a few days ago, without a clear trigger. You cannot recall a specific injury, fall, accident, change to exercise routine, abnormal sleeping position, or any other reason that this might have occurred. The pain is located on both sides of your lower back, is constant, aching in nature, moderate in severity, and occasionally travels down the back of your thighs. The pain gets worse with any type of movement and despite trying ibuprofen and heat packs at home you could barely move today to get ready to go to work. You have not had any fevers, weakness, difficulty urinating or moving your bowels, or blood in your urine. You have not had pain like this before.

You are still having mild pain (3 out of 10), despite being treated with medications.

The initial doctor took your medical history and performed a physical exam. You did not have any tests or imaging performed. You are awaiting another conversation with the doctor after getting medications.

Your initial doctor's shift has ended and a different doctor is coming to update and re-evaluate you.

You are inquisitive about your symptoms and curious about what could be doing on.

Demeanor / Personality and emotional starting point:

Inquisitive/Inquiring

For the SP, to better comprehend the patient's demeanor:

Feelings	<p>INQUISITIVE/INQUIRING: Is it safe for me to go, how do you know that XYZ won't happen.</p> <p>This patient is genuinely interested in understanding what is going on and asks many questions. This is the person who has gone online, has spoken to friends, and is greatly invested in her own care and eager and interested to know what is going on and what should be done next. As such, the patient asks probing questions throughout the entire conversation based on what the provider says.</p> <p>When/if the physician indicates that no specific diagnosis has been found the patient responds in an inquiring manner: "Hmm, that's</p>
-----------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>interesting...how unexpected, I was sure you would find something.”</p> <p>The questions are not overly aggressive or suggesting that the physician has done anything wrong, but rather represent a patient inquiring about everything related to his/her care.</p> <p>Note about emotional state—this should be considered a starting point for the conversation. If you start as inquiring and the physician does a good job of completing the checklist and addressing your questions, it is okay to become progressively more reassured during the course of the interview.</p>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Instructions for the SP during the conversation:

- Greet the physician upon entry into room.
- Ask inquiring questions regarding your symptoms.
- Inquire with a curious nature, about what the results signify when they are disclosed to you as normal.
 - “So, what do normal results mean?”
- Ask what the physician sees in your evaluation that can explain your symptoms.
- When/if the physician indicates that no specific diagnosis has been found, you respond in an inquiring manner.
- You can express your curiosity with the following phrases at appropriate parts of the conversation:
 - “I read online that there are a lot of scary things that could be causing this.”
 - “I wonder what else could be going on.”
 - “How do you know that I won’t develop worse symptoms?”
- INSTRUCTIONS FOR SPECIFIC CHECKLIST ITEMS
 - *Item 2: Anyone to be included in conversation, if the physician asks if you want to call anyone to be included in the conversation, ask to call your BOYFRIEND (dial 215-503-5507 on your cell phone, then subtly hang up the phone and put it on the table as if it is on speakerphone).*
 - *Item 7: Anything else expected during visit, if the physician asks if you were expecting anything else to be done during the visit, state that you were NOT EXPECTING to have another other testing done.*

Questions for the SP to ask the physician (goal with these questions is to not prompt a specific checklist item but rather to provide a prompt for ongoing conversation, if needed. Avoid questions that could lead to specific prompting of checklist items.)

- “So, what is next?”
- “Should I be concerned about this?”

- “So what do I tell my family?”

Closing Comment (if needed): “I was hoping to get an answer today, but thanks for explaining things to me. I am still curious about what is happening, but I’m all set to go home now.”

*Only use this closing comment if the physician is no longer making any progress through the checklist and not responding to generic prompts provided above.

Specific comments for each item on the checklist relevant to this case:

INTRODUCTION

1. Explain to the patient that they are being discharged.

YES if: *Physician makes reference to patient being discharged or going home before discussing the result.*

2. Ask if there is anyone else that the patient wishes to have included in this conversation in person and/or by phone.

YES if: *Physician asks if there are any other people the patient would like to be included before discussing results or next steps.*

SP INSTRUCTION: *request to call boyfriend (dial 215-503-5507 on your cell phone, wait until you get voicemail, then put on speaker phone) (if asked)*

TEST RESULTS/ED SUMMARY

3. Clearly state that either “**life-threatening**” or “**dangerous**” conditions have not been found

YES if: *Physician specifically uses EITHER the term “dangerous” or “life-threatening” and explains that these conditions have not been found*

Example: *“We didn’t find any life-threatening conditions for you today.” Or “Your results did not show any dangerous conditions.”*

NO if: *Physician uses other words/phrases (e.g. “emergencies”)*

Example: *“Once we don’t find any serious conditions, it’s safe to go home.”*

4. Discuss diagnoses that were considered (using both medical and lay terminology).

YES if: *Physician gives at least a lay terminology description for at least one diagnosis considered.*

Example: *“Today we looked for several things to explain what was causing your back pain. Your symptoms do not seem to be coming from an injury to your bones, blood vessels, or nerves.”*

NO if: *Physician only uses medical terminology without validating understanding of these terms OR uses broad statement to discuss what was considered.*

Example: *“We did not find signs of a spinal fracture, vascular injury, or cauda equina” or “We were looking for any problems in your back.”*

5. Communicate relevant results of tests to patients (normal or abnormal)

YES if: *Physician puts any normal or abnormal results into clinical context for the patient.*

Example: *“Your physical exam did not show signs of nerve damage, broken bones, or decreased blood flow to your back or legs.” (note: to be correct, the learner does not have to mention all three items above)*

NO if: *Physician states normal findings, but not with any context or explanation of relevance.*

Example: "Your exam was normal"

6. Ask patient if there are any questions about testing and/or results
YES if: Physician asks for questions immediately after explaining the testing/result.
7. Ask patient if they were expecting anything else to be done during their encounter - if yes, address reasons not done
YES if: Physician asks whether patient was expecting anything else to be done – this may include questioning about anticipated tests, consults, or other needs.
Example: "Were there any other tests you were expecting to have done today?"
NO if: Physician discusses additional testing, but the physician does not explicitly ask whether patient was expecting anything else to be done. Regardless of whether a patient has already asked about or requested additional tests (e.g. MRI), the physician **MUST EXPLICITLY** ask the patient about any other expectations.
SP INSTRUCTION: state that you were not expecting to have any other testing done (if asked)

NO/UNCERTAIN DIAGNOSIS

8. Discuss possible alternate or working diagnoses
YES if: Physician mentions other possible diagnoses using a lay terminology description (can also use medical name, but needs to include a lay description).
Examples: "I think your pain may be due to spasms of the muscles in your back, but I can't say for sure" or "You may also have a pinched nerve in your back"
9. Clearly state that there is a not a confirmed explanation (diagnosis) for what the patient has been experiencing
YES if: Physician informs the patient that there is not currently an explanation for their symptoms. This can be done using words such "uncertain diagnosis" or "no cause found" or "we do not know what is causing your abdominal pain." It is OK if the physician also offers some possible explanations for symptoms which are diagnoses that are not able to be confirmed in the emergency department.
Example: "At this time, we do not know why you have back pain. It may be because of a muscle spasm; however, with the tools we have available, we can't tell you for sure here in the emergency department."
NO if: Physician states that "there is nothing wrong with you" or some other global statement about the patient having nothing wrong (instead of a focus on cause of symptoms).
10. Validates the patient's symptoms
YES if: Physician makes an empathetic statement re-assuring the patient that they understand/believe that they are still experiencing symptoms (e.g. pain)
Example: "I understand that you are in pain. Even though our tests have not found a cause of your pain, that doesn't mean that you are not experiencing pain."

11. Discuss that the ED role is to identify conditions that require immediate attention
YES if: *Physician conveys the idea that the role of the ED/observation unit is to identify and address conditions that require urgent evaluation or management*
Example: *“Our job as emergency medicine physicians is to find immediately life-threatening problems.” OR “The tests that we run in the emergency department are focused on finding problems that need immediate treatment.”*

12. Normalize leaving the ED with uncertainty
YES if: *Physician explains that not all conditions can be diagnosed, as some things just get better with symptom support.*
Example: *“For many patients, we are able to ‘rule out’ lots of dangerous things, but we can’t give them an exact name for what is happening.” OR “A lot of our patients go home without a clear explanation for their symptoms.”*

NEXT STEPS/FOLLOW UP

13. Suggest realistic expectations / trajectory for symptoms
YES if: *Physician addresses what to expect for a timeline or course of symptoms. In some cases, this may be a clear statement of not knowing how long symptoms may continue (it is okay for there to be uncertainty).*
Examples: *“Although I cannot tell you the exact cause of your back pain, in most patients with similar pain, the pain goes away within 2-3 days.” OR “At this point, I can’t tell you how long this pain may continue.”*

14. Discuss next tests that are needed, if any
YES if: *Physician discusses any potential next test that may help further explain the cause of symptoms, or clearly states that no further testing is needed.*
Examples: *“Your outpatient doctor will help to decide if you need more tests – sometimes people get better without any more testing after the ED.” OR “back pain like yours usually gets better with Tylenol, ibuprofen, and sometimes physical therapy. If you are still having pain after six weeks, you should talk to your primary doctor about if an MRI is needed.”*

15. Discuss who to see next AND in what timeframe
YES if: *Physician discusses both who the follow-up care should be with AND when it should ideally occur, or physician explicitly states that no follow-up is needed.*
NO if: *Physician does not address BOTH who and when for the follow up.*

HOME CARE

16. Discuss a plan for managing symptoms at home

YES if: Physician provides at least one suggestion for how to treat/manage symptoms after leaving the emergency department. Can be medication, another therapy, or even a suggestion as “try to put warm packs on your back to help the muscle spasm.”

17. Discuss any medication changes.

YES if: Physician specifically discusses whether new medication has been prescribed and/or existing medication is to be stopped. Or physician states that there are no medication changes.

NO if: Physician does not address medications at all

18. Ask patient if there are any questions and/or anticipated problems related to next steps (self-care and future medical care) after discharge

YES if: Physician asks whether patient has questions about and/or anticipated problems related to managing symptoms or other tasks related to caring for oneself after discharge and/or obtaining future medical care (such as making appointments, identifying specialists, etc) after discharge.

REASONS TO RETURN

19. Discuss what symptoms should prompt immediate return to the ED

YES if: Physician provides detail about specific symptoms or other events (such as lack of resolution of specific symptoms within XX timeframe or development of new symptoms) that should prompt return to the ED

Example: “If your pain comes back and it is not getting better when you take the over-the-counter medications or if you develop weakness or difficulty going to the bathroom, then you should return to the ED immediately.”

NO if: Physician makes only vague statements about reasons to return, such as “return if you feel worse.”

GENERAL COMMUNICATION SKILLS

20. Make eye contact

YES if: repeated and/or sustained eye contact.

21. Ask patient if there are any other questions or concerns