

AHRQ Uncertainty Grant
SP Uncertainty Encounter Template

Case Title: Dizziness/Female/Sign-Out/Inquisitive-Inquiring

Standardized Patient Name: Astrid Tomas

Gender: Female

Age: 44 y/o

Setting: Emergency Department

Primary vs. Sign-Out Patient: Sign-out

Emotional State: Inquisitive/Inquiring

Initial Presenting Symptoms: Dizziness

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

SP Case Summary Guide

Summary of the Scenario:

You are a 44-year-old female patient with a past medical history significant for hypertension and hypothyroidism who came to the Emergency Department for evaluation of dizziness. Your symptoms began yesterday morning when you got out of bed and felt dizzy and lightheaded. This lasted for a few minutes but improved after you drank some water at the bedside. You did not feel like the entire room was spinning. You have not experienced headache, vision changes, difficulty speaking, numbness, weakness, chest pain, or difficulty breathing. You have not had any recent injuries. These symptoms recurred for the rest of the day, often worse when going from sitting to standing. After calling your son about these symptoms, he made you come to the ED.

Today, a different doctor is coming to update and re-evaluate. 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 interesting...how unexpected, I was sure you would find something."</p> <p>The questions are not overly aggressive or suggests that the physician has done anything wrong, but rather represents a patient inquiring about everything related to 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</p>
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	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.
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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, DECLINE calling anyone.*
 - *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 expecting to have an MRI.*

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: *decline to call anyone (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 dizziness. We did blood tests to check your abnormal thyroid function, and an EKG to look at whether your heart is beating in a normal rhythm.”*
NO if: *Physician only uses medical terminology without validating understanding of these terms OR uses broad statement to discuss what was considered.*
Example: *“We were looking for cardiac arrhythmia or neurologic causes of your dizziness” or “We were looking for any problems in your heart.”*
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 EKG was normal and there were no signs of an abnormal heart rhythm. Given your results, we do not feel you are having a heart attack or other heart problem that could explain your current symptoms.”*

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

Example: “Your EKG 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 expecting to have an MRI (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 dizziness and lightheadedness could be due to being tired or dehydration.”

9. Clearly state that there is 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 dizziness. It may be because of dehydration; 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 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 dizziness, most patients start to feel better in a few days and drinking fluids and eating regular meals can also help to improve how you are feeling.” 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 tests 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 “If you have more episodes of dizziness, you should follow up with your primary doctor, who may want to do more tests.”

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 such as “try to stand up slowly when you have been sitting for a long period of time.”*
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 dizziness comes back, or if you start having chest pain or difficulty breathing 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