

AHRQ Uncertainty Grant
SP Uncertainty Encounter Template

Case Title: Headache/Female/Sign-out/Confused

Standardized Patient Name: Kimberly Mayfield

Gender: Female

Age Range: 45 years old

Setting: Emergency Department

Primary vs. Sign-Out Patient: Sign-out

Emotional State: Confused

Initial Presenting Symptoms: Headache

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

SP Case Summary Guide

Summary of the Scenario:

You are a 45-year-old female patient with past medical history significant for hypertension, who presented to the ED for evaluation of a gradual-onset headache, located in the back of your head, which started 7 days ago. The pain is constant, dull, and radiates to your forehead. You have not noted any infectious symptoms, and you have been taking Tylenol over-the-counter for your headache. You have not experienced any new stressors at work. No other family members have these symptoms. Your only medication is lisinopril. You have not had any surgeries. You recall having much milder headaches in the past. You have mild sensitivity to loud sound and bright lights, but you do not have any blurry vision or difficulty hearing.

Upon arrival to the ED a series of tests (Lab testing, CT scan) were performed. You are awaiting the results.

Your symptoms have persisted but improved mildly after ED treatment in the ED.

You are really confused. You have headaches in the past, but they have always gone away with rest or with over-the-counter medications. You are hoping for an answer and you think that the delay in getting an answer might mean that there is bad news.

Demeanor / Personality and emotional starting point:

Confused

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

<p>Feelings</p>	<p>CONFUSED: How is it possible to not have an answer?</p> <p>Throughout the encounter, the patient is confused about the lack of a diagnosis and the inability to find anything specifically wrong. The patient will focus on the lack of a diagnosis.</p> <p>When/if the physician indicates that no specific diagnosis has been found the patient responds in a confused manner: “I am confused, how could your testing not reveal an answer?” OR “That’s weird that the tests didn’t show anything, how could that be?”</p> <p>Although the patient is confused they are not hostile or aggressive.</p> <p>Note about emotional state—this should be considered a starting point for the conversation. If you start as confused and the physician does a good job of completing the checklist and addressing your confusion, it is okay to become progressively more reassured during the course of the interview.</p>
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Instructions for the SP during the conversation:

- Greet provider upon entry to the room
- Express eagerness to hear the results.
- Inquire with a confused nature, about what the results signify when they are disclosed to you as normal.
 - “I just don’t understand, how can they be normal?”
- 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 a confused manner.
- You can express your confusion with the following phrases at appropriate parts of the conversation:
 - “I don’t understand how you don’t have an answer”
 - “That’s weird, how could everything be normal when I feel this way? Shouldn’t they show something?”
 - “I wonder why this happened to me”

- INSTRUCTIONS FOR SPECIFIC CHECKLIST ITEMS

- *For 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** to call anyone*
- *For 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 see a neurologist.*

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):* Thanks for trying to help me today, I’m still a bit confused that I don’t have an answer, but appreciate your time and explanation.

*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*

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 of diagnoses considered.*
Example: *“Today we looked for several things to explain what was causing your headache. We did tests to look for low blood counts and a scan to look for bleeding or tumors in the brain.” OR “Today we looked for several things to see why you were having headache. We did tests to look for anemia, brain tumors or blood in the brain.”*
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 blood and brain irregularities” or “We were looking for any brain-issues that may have led to your headache.”*
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 exam and workup was normal, so we do not see any sign of infection or other abnormality that could account for your headache.”*

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

Example: “Your labs, physical examination and CT scan were normal.”

6. Ask patient if there are any questions about testing and/or results

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

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

Examples: “Were there any other tests you were expecting to have done today?”
“Your neurologic and eye exams were normal, and your CT scan of the brain was also normal.”

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 see a neurologist (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 headache may be related to tension or stress” or “Your headache may be from tension, migraine, or possible eye strain.”

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 headache.” 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 headache. It may be because of stress, sleep deprivation, or anxiety; 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 headache, in most of our patients with similar symptoms, the headache goes away within 1-2 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 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 "headache with a normal neurologic exam usually goes away without treatment, and I do not think you need any other testing unless your symptoms are not better within the next week."*

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 be sure you are getting enough fluids to drink, at least 8 glasses of water each day.”

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 is getting worse, is not improving with Tylenol or Ibuprofen, or if you start to vomiting or your neck becomes stiff, then you should return to the ER 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