Clinical Supervision of Medical Students: Promoting Patient and Student Safety

Faculty Guidelines

Boston University School of Medicine

This document and additional faculty resources can be found on our website at:
http://www.bumc.bu.edu/bsm/education/medical-education/faculty-resources/
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Adapted from the Family Medicine’s Preceptor Manual, written by Miriam Hoffman, MD and Molly Osher-Cohen, MD
Updated 4/2018, 5/2019 Medical Education Office
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<thead>
<tr>
<th>INSTITUTIONAL LEARNING OBJECTIVE</th>
<th>MEDICAL EDUCATION PROGRAM OBJECTIVE</th>
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| **B** - Behaves in a caring, compassionate and sensitive manner toward patients and colleagues of all cultures and backgrounds. (Interpersonal and Professionalism) | B.1 - Apply principles of social-behavioral sciences to provision of patient care; including assessment of the impact of psychosocial and cultural influences on health, disease, care-seeking, care compliance, and barriers to and attitudes toward care. (2.5)  
B.2 - Demonstrate insight and understanding about emotions that allow one to develop and manage interpersonal interactions. (4.7)  
B.3 - Demonstrate compassion, integrity, and respect for others. (5.1)  
B.4 - Demonstrate sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities, and sexual orientation. (5.5) |
| **U** - Uses the science of normal and abnormal states of health to prevent disease, to recognize and diagnose illness and to provide and appropriate level of care. (Medical Knowledge and Patient Care) | U.1 - Perform all medical, diagnostic, and surgical procedures considered essential for the area of practice. (1.1)  
U.2 - Gather essential and accurate information about patients and their conditions through history-taking, physical examination, and the use of laboratory data, imaging and other tests. (1.2p)  
U.3 - Interpret laboratory data, imaging studies, and other tests required for the area of practice. (1.4)  
U.4 - Make informed decisions about diagnostic and therapeutic interventions based on patient information and preferences, up-to-date scientific evidence and clinical judgement. (1.5)  
U.5 - Develop and carry out patient management plans. (1.6)  
U.6 - Provide health care services to patients, families, and communities aimed at preventing health problems or maintaining health. (1.9)  
U.7 - Demonstrate an investigatory and analytic approach to clinical situations. (2.1)  
U.8 - Apply established and emerging bio-physical scientific principles fundamental to health care for patients and populations. (2.2)  
U.9 - Apply established and emerging principles of clinical sciences to health care for patients and populations. (2.3)  
U.10 Recognizes that ambiguity is a part of clinical health care and respond by utilizing appropriate resources in dealing with uncertainty. (8.8) |
| **C** - Communicates with colleagues and patients to ensure effective interdisciplinary medical care (Interpersonal and Communication Skills; Patient Care) | C.1 - Gather essential and accurate information about patients and their conditions through history-taking, physical examination, and the use of laboratory data, imaging and other tests. (1.2h)  
C.2 - Counsel and educate patients and their families to empower them to participate in their care and enable shared decision making. (1.7)  
C.3 - Participate in the education of patients, families, students, trainees, peers and other health professionals. (3.8)  
C.4 - Communicate effectively with patients, families, and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds. (4.1)  
C.5 - Communicate effectively with colleagues within one’s profession or specialty, other health professionals, and health related agencies (4.2, see also 7.3)  
C.6 - Maintain comprehensive, timely, and legible medical records. (4.5)  
C.7 - Demonstrate sensitivity, honesty, and compassion in difficult conversations, including those about death, end of life, adverse events, bad news, disclosure of errors, and other sensitive topics. (4.6)  
C.8 - Communicate with other health professionals in a responsive and responsible manner that supports the maintenance of health and the treatment of disease in individual patients and populations. (7.3) |
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<tr>
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</tr>
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</table>
| **A - Acts in accordance with highest ethical standards of medical practice (Professionalism)** | **A.1** - Demonstrate responsiveness to patient needs that supersedes self-interest. (5.2)  
**A.2** - Demonstrate respect for patient privacy and autonomy. (5.3)  
**A.3** - Demonstrate accountability to patients, society, and the profession. (5.4)  
**A.4** - Demonstrate a commitment to ethical principles pertaining to provision or withholding of care, confidentiality, informed consent, and business practices, including compliance with relevant laws, policies, and regulations. (5.6)  
**A.5** - Work with other health professionals to establish and maintain a climate of mutual respect, dignity, diversity, ethical integrity, and trust. (7.1)  
**A.6** - Demonstrate trustworthiness that makes colleagues feel secure when one is responsible for the care of patients. (8.5) |
| **R - Reviews and critically appraises biomedical literature and evidence for the purpose of ongoing improvement of the practice of medicine. (Practice-Based Learning and Improvement and Medical Knowledge)** | **R.1** - Apply principles of epidemiological sciences to the identification of health problems, risk factors, treatment strategies, resources, and disease prevention/health promotion efforts for patients and populations. (2.4)  
**R.2** - Locate, appraise, and assimilate evidence from scientific studies related to patients’ health problems. (3.6)  
**R.3** - Continually identify, analyze, and implement new knowledge, guidelines, standards, technologies, products, or services that have been demonstrated to improve outcomes. (3.10) |
| **E - Exhibits commitment and aptitude for life-long learning and continuing improvement (Practice-based Learning)** | **E.1** - Identify strengths, deficiencies, and limits in one's knowledge and expertise. (3.1)  
**E.2** - Set learning and improvement goals. (3.2)  
**E.3** - Identify and perform learning activities that address one's gaps in knowledge, skills, and/or attitudes. (3.3)  
**E.4** - Incorporate feedback into daily practice. (3.5)  
**E.5** - Obtain and utilize information about individual patients, populations of patients, or communities from which patients are drawn to improve care. (3.9)  
**E.6** - Develop the ability to use self-awareness of knowledge, skills, and emotional limitations to engage in appropriate help-seeking behaviors. (8.1)  
**E.7** - Manage conflict between personal and professional responsibilities. (8.3) |
| **S - Supports optimal patient care through identifying and using resources of the health care system. (Systems-Based Practice and Patient Care)** | **S.1** - Provide appropriate referral of patients including ensuring continuity of care throughout transitions between providers or settings, and following up on patient progress and outcomes. (1.8)  
**S.2** - Systematically analyze practice using quality-improvement methods and implement changes with the goal of practice improvement. (3.4)  
**S.3** - Use information technology to optimize learning. (3.7)  
**S.4** - Work effectively with others as a member or leader of a health care team or other professional group. (4.3, see also 7.4)  
**S.5** - Work effectively in various health care delivery settings and systems relevant to one's clinical specialty. (6.1)  
**S.6** - Coordinate patient care within the health care system relevant to one's clinical specialty. (6.2)  
**S.7** - Incorporate considerations of cost awareness and risk-benefit analysis in patient and/or population-based care. (6.3)  
**S.8** - Advocate for quality patient care and optimal patient care systems. (6.4)  
**S.9** - Use the knowledge of one's own role and the roles of other health professionals to appropriately assess and address the health care needs of the patients and populations served. (7.2)  
**S.10** - Participate in different team roles to establish, develop, and continuously enhance interprofessional teams to provide patient- and population-centered care that is safe, timely, efficient, effective, and equitable. (7.4) |
Geriatrics Clerkship Learning Objectives
(Linked to Medical Education Program Objectives in parentheses)

Knowledge

1. Demonstrate an understanding of the diagnosis and treatment of common geriatric diseases and syndromes such as cognitive impairment, delirium, depression, urinary and fecal incontinence, syncope, balance disorders, falls, fractures, immobility, iatrogenesis and sensory impairment. (B.1,U.1,U.2,U.3,U.4,U.7, U.10,C.1,R.1)
2. Interpret physical findings based on an understanding that disease presentation in older patients may differ from younger patients. (B.4,U.2,U.10,C.1)
3. Recognize the need to modify the history and physical examination based on knowledge of sensory deficits and functional limitations. (B.4,U.2,U.7)
4. Distinguish normal from pathologic aging. (U.3,U.6)
5. Distinguish the roles and responsibilities of other team members, e.g., nursing, social work, physical therapy, nutrition and pharmacy. (C.5,S.4,S.5,S.6)
6. Describe the roles and responsibilities of resources available through community agencies such as, visiting nurses, home health aides, home care agency case managers, home delivered meals, and adult day care. (B.1,S.1,S.4,S.5,S.6)
7. Identify the health care financing of community resources note in #6, rehabilitation and long term care services. (S.1,S.6,S.7)
8. Defines and explains the philosophy and role of palliative care, and differentiates hospice from palliative care. (B.1, B.2, B.3, C.2, C.7)

Skills

2. Evaluate and incorporate cognitive, psycho-social and functional status into the overall assessment of the older patient. (B.1,B.4,U.1)
4. Acquire effective physical examination skills targeted at the diagnosis and management of common geriatric diseases. (B.1,U.2,C.1)
7. Communicate with older patients and their families utilizing effective, compassionate and respectful interpersonal skills. (B.2,B.3,C.1,C.2,C.3,C.4,C.7)
8. Collaborate with other health care team members in the assessment, implementation and evaluation of care. (A.5,A.6,S.4,S.9,S.10,C.5,C.6)
9. Communicate with other health professionals in a responsive and responsible manner that supports the maintenance of health and the treatment of disease in individual patients and populations. (C.5, C.8)


**Attitudes**

1. View the elderly as physically, psychologically, functionally, culturally and socially diverse. (B.1,B.4,C.4,E.5,U.10)

2. Recognize the heterogeneity and atypical presentation of, and response to, illness in older patients. (U.2,U.3,U.10)

3. Describe the non-medical issues in caring for the older patient e.g., psychosocial, ethical-legal and economic. (B.1,B.4,R.1)

4. Describe the roles of all elements of an interdisciplinary team. (U.5,C.5,S.4,S.5)

5. Recognize the value of community resources in providing care to older people living at home. (B.1,C.5,S.4,S.7)

6. Demonstrate professionalism by being prepared, punctual, maintaining confidentiality and accepting responsibility for patient care. (A.1,A.2,A.3,A.4,A.5,A.6)
Contact Information

Clerkship Director

Megan Young, MD
Assistant Professor of Medicine
Telephone: (617) 638-8940
Cell Phone: (617) 780-9535
Email: Megan.Young2@bmc.org
Pager: 7131
Office: Robinson 2008
Office Hours: Email directly to schedule an appointment.

Assistant Clerkship Director

Leah Taffel, MD
Instructor of Medicine
Telephone: (617) 414-1681
Email: Leah.Taffel@bmc.org
Pager: 0376
Office: Robinson 2312
Office Hours: Email directly to schedule an appointment.

Clerkship Coordinator

Jessica Restrepo
Clerkship Coordinator
Telephone: (617) 638-6155
Email: jrestrep@bu.edu
Office: Robinson 2700
Office Hours: 8-4:00 PM
This four-week clerkship provides students with the basic knowledge and skills to participate in the care of older adults. Students will learn about common geriatric syndromes, understand and use functional assessment in the evaluation of older adults, work with an interdisciplinary team including nurses, social workers, and community health care providers to develop care plans, learn about home care and what is possible to provide medically for older patients living in the community. Clinical activities include working in a geriatric clinic, nursing homes and going on home visits with clinicians to provide medical care for older patients. In addition to clinical activities, students will complete on-line assignments, attend lectures, visit an Adult Day Health program and prepare a written case study.

Pre-requisite knowledge and skills
Students must have completed their second year curriculum, attended the 3rd year orientation, and have taken the Step-I exam prior to taking this clerkship.

Completion of third year medicine and family medicine clerkships is required.

Clerkship Schedules
Note: The clerkship schedule is subject to change. For changes that occur in less than 24 hours, you can expect an email and/or a phone call from the Clerkship Coordinator. All other reminders are courtesies. Students are responsible for checking their BU e-mail daily, as well as monitoring Blackboard Learn (https://learn.bu.edu) for schedule changes.

Block Schedule
Block schedule dates for all clerkships can be located on the Medical Education website:
http://www.bumc.bu.edu/busm/education/medical-education/academic-calendars/

Didactic Schedule
Lectures are typically scheduled after 2:00pm on the 2nd Monday, 9-2:00pm on the 3rd Monday of the block and from 10:00am-4:00pm on Fridays. The lecture schedule is posted on Blackboard Learn. Lectures are mandatory. Each missed lecture will count as ¼ of an unexcused absence and will be tallied at the end of the block (i.e. 4 missed lectures will result in an unexcused absence). Please be sure to sign in for each lecture.

Holidays
Thanksgiving: Wed, Nov 27, 2019 at 12PM – Sun, Dec 1, 2019
Intercession: Fri, Dec 20, 2019 – Wed, Jan 1, 2020

Other holidays that occur during specific blocks will be communicated by the clerkship director.

Holidays by Clerkship can be viewed on the Medical Education website at:
http://www.bumc.bu.edu/busm/education/medical-education/academic-calendars/#clerkhols

Weather Policy
The decision to cancel student visits (independent or with clinicians) due to inclement weather will be made by the Education Director and Clerkship Director, taking into account local conditions. The decision to cancel will
be made by 6:30 a.m. and will be conveyed to the Clerkship Coordinator. The Clerkship Coordinator will leave a voicemail on the main Geriatrics Education Office phone line (617-638-6155) by 7:00 a.m. indicating that home visits, nursing home visits, and any additional visits (e.g. Rogerson Adult Day Health, Elders Living at Home) are cancelled. Orientation, clinic sessions, lectures, and conferences will take place unless the presenter/lecturer is unable to travel to the campus.

Students should contact the Geriatrics Education Office (617-638-6155) if they are unsure whether a visit or lecture will occur.

Please review the complete BUSM weather policy regarding cancellations and delays at: http://www.bumc.bu.edu/busm/education/medical-education/policies/weather-policy/

Assessment and Grading

**Clerkship Grading Policy**

<table>
<thead>
<tr>
<th>HOW MUCH EACH PART OF YOUR GRADE IS WORTH:</th>
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<tbody>
<tr>
<td>Clinical Grade Percentage</td>
<td>60%</td>
</tr>
<tr>
<td>Shelf/Exam Percentage</td>
<td>30%</td>
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<tr>
<td>“Other” Components Percentage</td>
<td>10%</td>
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<tr>
<th>HOW YOUR FINAL WORD GRADE IS CALCULATED:</th>
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<tbody>
<tr>
<td>Honors</td>
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<tr>
<td>High Pass</td>
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<tr>
<td>Pass</td>
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<tr>
<td>Fail</td>
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**SHELF/EXAM GRADING**

Exam minimum passing (percentile/2 digit score) 70%

What is “Other” and what percentage is it worth?

<table>
<thead>
<tr>
<th>EBM Paper</th>
<th>10%</th>
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<tbody>
<tr>
<td>*EBM Papers that are late will lose 10% for every late day</td>
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Other components that need to be completed in order to pass the clerkship

<table>
<thead>
<tr>
<th>Patient log</th>
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<tbody>
<tr>
<td>FOCuS Forms</td>
<td></td>
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<tr>
<td>Duty Hour logs</td>
<td></td>
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<tr>
<td>Complete blue procedure card</td>
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**Standard Clerkship Clinical Grade Procedures/Policies**

- Preceptors will provide clinical evaluations that contain the “raw data” on the student’s clinical performance. Preceptors DO NOT determine the final “word” grade. You are encouraged to regularly ask for specific behaviorally-based feedback on your clinical skills from your preceptors. However, do not ask them what word grade you will get, as that is a multifactorial process of which the clinical evaluation is one component.

- The CSEF form will be used to numerically calculate your clinical grade: 1 to 4 points (depending on which box is checked) for each of the 13 items for a total of 52 possible points. Each CSEF will be weighted based on how long the student worked with each evaluator.

Primary preceptors at sites with multiple preceptors will collect evaluation data from the other clinicians with whom the student works. The primary preceptor will collate this data, and submit the final clinical evaluation.

- **Clerkship Specific Clinical Grade Procedures/Policies**
All preceptors will evaluate the student and this data will be averaged for the final clinical evaluation form. The CSEF form in eValue will be used to numerically calculate your clinical grade: 1 to 4 points (depending on which box is checked) for each of the 13 items for a total of 52 possible points.

### Professionalism

Evaluation of a medical student’s performance while on a clinical clerkship includes all expectations outlined in the syllabus and clerkship orientation as well as the student's professional conduct, ethical behavior, academic integrity, and interpersonal relationships with medical colleagues, department administrators, patients, and patients’ families. Any lapses in professionalism may result in a loss of up to 3% of the total possible clerkship points regardless of performance in other areas of the clerkship. Any professionalism lapses resulting in a loss of clerkship points will require narrative comments by the clerkship director in the professionalism comment section of the final evaluation.

### Clerkship-Specific Failure and Remediation Policies/Procedures

The passing grade for the final exam is 70%. If a student does not pass the exam initially, he/she will be required to retake the exam and score over 70% to pass the clerkship. Both the old and new grades will be reflected on the student’s transcript. Students who do not score over 70% on the exam the second time will be required to repeat the clerkship. If the student needs to make up days due insufficient clinical time, it will be made up during a break, with no other additional work.

### BUSM Grade Review Policy

BUSM’s Grade Reconsideration Policy is located in section 2.2 of the Policies and Procedures for Evaluation, Grading and Promotion of Boston University School of Medicine MD Students: [http://www.bumc.bu.edu/busm/faculty/evaluation-grading-and-promotion-of-students/](http://www.bumc.bu.edu/busm/faculty/evaluation-grading-and-promotion-of-students/)

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**Final Summative Assessments**

The final summative assessment will be based on the clerkship grading policy and include a clinical performance grade with the CSEF (Clinical Student Evaluation Form), a geriatric subject exam grade, and other assessments depending on the clerkship.
General Responsibilities of the Clinical Faculty

GOALS OF THE CLINICAL CLERKSHIP
During the clinical clerkships at BUSM we aim to create a learning climate where students have the opportunity to learn high quality clinical skills by:

- Creating a culture that challenges and supports the students
- Providing opportunities for meaningful involvement in patient care with appropriate supervision
- Role modeling by exemplary physicians
- Coaching students by setting clear expectations, providing frequent observations of core clinical skills, asking questions to assess knowledge and reasoning, explicitly modeling and providing timely, specific feedback

CLERKSHIP STRUCTURE
Each clerkship is run by a clerkship director. Each clerkship clinical site is run by a clerkship site director who ensures that students are appropriately supervised. In addition, clerkships usually have multiple clinical faculty that have varying degrees of exposure to the student.

OVERALL RESPONSIBILITIES

Clerkship Director/Assistant Clerkship Director

1. Oversee the design, implementation, and administration of the curriculum for the clerkship
2. Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
3. Ensure student and faculty access to appropriate resources for medical student education
4. Orient students to the clerkship, including defining the levels of student responsibility necessary for required diagnoses and procedures
5. Oversee teaching methods (e.g. lectures, small groups, workshops, clinical skills sessions, and distance learning)
6. Develop faculty involved in the clerkship
7. Evaluate and grade students
   a. Develop and monitor assessment materials
   b. Use required methods for evaluation and grading
   c. Assure mid-clerkship meetings and discussion with students
   d. Ensure students are provided with feedback on their performance
   e. Submit final evaluations for students via eValue
8. Evaluate faculty and programs via peer review and reports from the Office of Medical Education and national reports
9. Support each student’s academic success and professional growth and development, including working with students experiencing difficulties
10. Participate in the BUSM clerkship EQI and peer review processes
11. Ensure LCME accreditation preparation and adherence
12. Adhere to the AAMC-developed guidelines regarding Teacher-Learner Expectations

Clerkship Coordinator

1. Support the clerkship director in the responsibilities provided above
2. Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
3. Maintain student rosters and clinical schedules
4. Coordinate orientations and didactic sessions
5. Liaise with site directors and administrators to coordinate student experiences across all sites
6. Verify completion of clerkship midpoint and final evaluations for each student
7. Monitor students’ reported work hours and report any work hours violations to the clerkship director
8. Coordinate and proctor clerkship exams

**Clerkship Site Director**
1. Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
2. Orient students to the clinical site
3. Sets student expectations for clinical encounters and discusses student role and responsibilities
4. Supervises students by observing history taking, physical exam skills and clerkship specific required observations.
5. Ensures formative feedback in an appropriate and timely fashion
6. Delegates increasing levels of responsibility
7. Meets with the student for the Mid-clerkship review
8. Meets with the student for the final exit meeting
9. Recognize students who have academic or professional difficulties and communicate this to clerkship leadership
10. Collects feedback and evaluation data from all physicians who work with the student
11. Evaluates students fairly, objectively and consistently following medical school and department rubrics and guidelines
12. Ensure student and faculty access to appropriate resources for medical student education
13. Adhere to the AAMC-developed guidelines regarding Teacher-Learner Expectations

**Primary Clinical Faculty/Residents**
1. Set and clearly communicate expectations to students
2. Supervise students by observing history taking and physical exam skills, and document it on the FOCuS (Feedback based on Observation of Clinical Student) Form
3. Delegate increasing levels of responsibility to the student within clerkship expectations
4. Maintain appropriate levels of supervision for students at site.
5. Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
6. Recognize student learning or professional difficulties and communicate to clerkship director directly in real time in person or via email or phone
7. Give students appropriate and timely formative feedback
8. Assess students objectively using the CSEF form
9. Adhere to the AAMC-developed guidelines regarding Teacher-Learner Expectations

**ORIENTATION OF THE STUDENT TO THE CLINICAL SETTING**
This sets the tone for the rest of the experience and has a direct effect on the success of the rotation for both student and preceptor. It can also reduce student anxiety. You should:

- Orient the student to the clinical setting, the staff, and team at your site
- Review workflow
• Discuss student’s learning experiences to date
• Discuss student’s learning goals

SETTING EXPECTATIONS FOR THE STUDENT

It is important to be clear regarding your expectations for the student. On the first day, describe the expectations around their role, presentations, documentation, and participation. Consider reviewing the assessment form and the specific expectations described. A tool to help set expectations with the student is the One Minute Learner, which can be found at:

SUPERVISING THE STUDENT

Initially, the primary clinical faculty members should designate time to observe the student performing: history taking, focused physical exam, clinical problem-solving and interaction with patients and patient education. Once the supervisor establishes the student’s level of confidence and competency, the student should be delegated increasing levels of responsibility in patient care, as appropriate. Although students may initiate a particular patient encounter on their own and without direct supervision, the faculty must at some point review the encounter with the student and inform the patient in-person that the student’s assessment and management plan has been reviewed and approved by the faculty. The faculty is ultimately responsible for the evaluation, treatment, management, and documentation of patient care.

Under no circumstances should the following occur:

• Patient leaves the office/hospital with never having had a direct face-to-face encounter with clinical faculty.
• Primary faculty gives “prior approval” for student to perform intervention (order labs, prescribe meds) without satisfactory review.
• Patient leaves office/hospital without being informed that assessment/management plan has been directly reviewed and approved by the faculty.
• Learning in which a student is expected to perform an intervention or encounter without the prerequisite training and/or adequate supervision.
• Student note provides the only record of the visit. Although all faculty see all patients, faculty must document that they were actually the person responsible for seeing and examining the patient.

Federal Guidelines for documentation

CMS Guidelines from February 2, 2018, state:

• “The Centers for Medicare & Medicaid Services (CMS) is revising the Medicare Claims Processing Manual, Chapter 12, Section 100.1.1, to update policy on Evaluation and Management (E/M) documentation to allow the teaching physician to verify in the medical record any student documentation of components of E/M services, rather than re-documenting the work. Students may
document services in the medical record. However, the teaching physician must verify in the medical record all student documentation or findings, including history, physical exam and/or medical decision making. The teaching physician must personally perform (or re-perform) the physical exam and medical decision making activities of the E/M service being billed, but may verify any student documentation of them in the medical record, rather than re-documenting this work.”

**EMR Documentation**

- Students are allowed and encouraged to write complete notes in patient electronic charts as designated by the site and the site’s documentation policy.

**SUPERVISION AND DELEGATING INCREASING LEVELS OF RESPONSIBILITY**

It is expected that the level of student responsibility and supervision will be commensurate with student’s competency and level of confidence. When the student arrives in your practice, you may wish to have them observe you or the resident for the first session. Thereafter, they should begin to see patients on their own. In the outpatient setting, the student should initially perform 4-5 focused visits per day in the first week, increasing to 6-12 thereafter. In the inpatient setting, the student should initially follow 1-2 patients and increased to 3-4 thereafter. When a student feels that he or she is being asked to perform beyond his or her level of confidence or competency, it is the responsibility of the student to promptly inform the preceptor. It is then the preceptor’s responsibility to constructively address the student’s concerns and appropriately restructure the teaching encounter to address the student’s learning needs.

**STUDENT ASSESSMENT**

**BUSM CLINICAL STUDENT EVALUATION FORM (CSEF):** BUSM utilizes the same clinical evaluation form for all clinical rotations. It is a behaviorally based evaluation tool. This means that you will grade your clerk based on his or her knowledge/skills/attitudes, rather than how he or she compares to other students.

**For example, under “Differential Diagnosis Skills”:**

There is a target behavior listed. Following that are the four behavioral anchors. The highest level is the box to the far right, and the lowest to the far left. Your job is to check the box with the behaviors that the student is consistently performing.

For more detail, please refer to CSEF form.

**FEEDBACK**

Feedback is vital for student learning and growth and should be given regularly. Feedback during a clerkship should be given multiple times which include: real-time feedback during patient care, recap feedback at the end of the session/day and summative feedback at the mid and end of the rotation. The FOCuS (Feedback based on Observation of Clinical Student) forms required for each clerkship provide
formative assessment through direct observation of CSEF behaviors. **FOCuS** forms required for that clerkship must be completed for each student by the end of the rotation (See Appendix A for an example). The BUSM Formative Assessment and Feedback Policy can be found here: [http://www.bumc.bu.edu/busm/education/medical-education/policies/formative-assessment-and-feedback/](http://www.bumc.bu.edu/busm/education/medical-education/policies/formative-assessment-and-feedback/)

Best practices regarding feedback include:

- Start with getting the student’s perspective on how they performed or are performing.
- Feedback should be specific and actionable. What could the student do differently next time?
- Feedback should be based on direct observation. i.e. what you have seen.
- Feedback should be timely (in close proximity to when you observed a behavior).
- Feedback should be respectful and encourage future growth.

**EARLY RECOGNITION OF LEARNING PROBLEMS**

The clerkship director and the medical school are committed to providing additional educational support as required for the student’s successful completion of the program. The clerkship director should be notified as soon as possible if the preceptor and/or student identify significant deficiencies. This will allow for supportive interventions to be implemented prior to the end of the clerkship.

If a primary faculty is concerned that the student may be at risk of receiving an unsatisfactory rating in ANY category, this information should be shared with the student face-to-face **as soon as possible**, and certainly during the mid-clerkship evaluation. Once informed, the student may wish to obtain additional academic assistance from the clerkship director and support personnel. Identifying potential problems early on allows the student the opportunity to enhance performance prior to the end of the clerkship. Faculty should also feel free to contact the clerkship director if learning difficulties or related problems are identified at any time. However, in fairness to the student, the primary faculty should also inform the student of the problem at that time.

**MID ROTATION MEETING**

The clinical faculty/site director should sit privately with the student at the mid-point in the rotation to give feedback. It is highly recommended that the faculty working directly with the student complete a copy of the Clinical Student Evaluation Form (CSEF) before the meeting, and then directly address each item on the CSEF with the student to provide more detailed feedback about how they are performing. Feedback for the student, including strengths and areas that need improvement should be reviewed (See Appendix B).

The site director/clerkship director and the student are required to complete the **BUSM Mid-clerkship Evaluation form** for the mid rotation meeting. Learning goals for the latter half of the clerkship should be discussed. The student’s patient log should be reviewed and a plan should be made for remediation of any deficiencies (e.g. strategizing how the student could see a patient with that clinical condition, discussing opportunities to complete the requirement with an alternative experience, etc) The student should update and review the summary statistics of their duty hour log and patient log before their meeting with you. **FOCuS** forms should also be reviewed (Appendix A).
**FINAL GRADE AND NARRATIVE COMMENTS**

On the last day at the site, the site director and student are to meet for 15-30 minutes to review the final Clinical Student Evaluation Form. This session should allow for an important educational interchange between the clinical site director/faculty and the student. We strongly suggest that evaluations from other faculty and residents with whom the student has worked be collected, and that the evaluation form be completed by the site director **PRIOR TO** the meeting with the student if at all possible. This information is very important to students and is best reviewed with them directly. If you are unable to complete the evaluation form before the final interview, please submit it no later than one week after the end of the clerkship block. It should reflect as closely as possible the substance of your discussion with the student. The narrative portion of the form is especially important.

The comments sections of the CSEF are very important. The more specific you are, including examples, the more helpful the evaluation is to the student and the medical school. The **summative** comments get put in the students’ Dean’s letters that go out to residency programs- so having accurate, detailed information is very helpful. This box is where you should put what you observe about the student, trying to highlight their strengths and specifics of their performance. The second box is for **areas for improvement**. These are comments that are not included in the Dean’s letter. These are the constructive comments for the student-areas to work on, ways they can grow. We encourage every preceptor to provide information to the student in this section so that the student can have direction in what they need to work on in the future.

**Example Narrative Comments:**

This is an example of the type of summative comments that the medical school is looking for from one of our sites: (the student’s name has been replaced to maintain their anonymity)

“Rocco did an excellent job during his Family Medicine Clerkship. He is able to develop rapport with patients very quickly and meaningfully. He avoids medical jargon when speaking to patients. He is able to identify the patient’s major problems and reason through the most likely diagnosis. His physical exams skills are accurate. He should continue to think about his differential when completing his exam. He generates well thought out differential diagnoses and is able to routinely provide a rationale for his most likely diagnosis. By the end of the rotation, Rocco was able to discuss parts of the plan with the patient and do some brief patient education on nutrition and exercise. His progress notes were always appropriate, well organized, timely, and complete. His case presentations were organized, focused and complete. Rocco demonstrated a solid fund of knowledge right from the beginning and was able to answer questions. He should continue to explore the use of point of care resources in the clinical setting. He exhibited a very calm and professional manner when working with patients, putting them at ease and allowing for more effective and empathetic communication. He was active in the learning process. He routinely identified what he wanted to learn from the rotation and continued to work on those items up to the very last minute of the rotation. He exhibited a professional attitude towards the clinic staff and patients.”
HOME VISIT
Certain clerkships have home visits. Primary faculty need to provide complete instructions regarding the home visit and expectations for the student.

Home visit safety
Student and patient safety is a priority for home visits. Students are required to go to their home visit with another student or clinician (MD, NP, RN, Resident, etc). At no time should a student participate in an experience where they are in danger or feel uncomfortable. Please assist the student in finding an appropriate patient for their home visit with respect to educational, patient care, logistical, and safety goals. Students are encouraged to talk with their preceptor or the clerkship director if they have questions or concerns at any point. The student should notify the primary preceptor or a designated staff member of the date and location of their home visit before they go to the patient’s home.

IMPORTANT CLERKSHIP POLICIES
Attendance Policies
On-site hours must be limited to 80 hours per week, averaged over a two-week period. Violations should be reported directly to the clerkship director or to an Associate Dean (Medical Education or Student Affairs). Time off requests must comply with the Attendance & Time Off Policy.

- Work Hours: http://www.bumc.bu.edu/busm/education/medical-education/policies/work-hours/
- Core Clerkship Personal Days Policy: http://www.bumc.bu.edu/busm/education/medical-education/policies/personal-days-policy/

Appropriate Treatment in Medicine
Boston University School of Medicine (BUSM) is committed to providing a work and educational environment that is conducive to teaching and learning, research, the practice of medicine and patient care. This includes a shared commitment among all members of the BUSM community to respect each person’s worth and dignity, and to contribute to a positive learning environment where medical students are enabled and encouraged to excel.

BUSM has a ZERO tolerance policy for medical student mistreatment. Students who have experienced or witnessed mistreatment are encouraged to report to the Appropriate Treatment in Medicine Committee (ATM), Dr. Robert Vinci at Bob.vinci@bmc.org

Website: http://www.bumc.bu.edu/busm/student-affairs/atm/
Boston University Sexual Misconduct/Title IX Policy

Needle Sticks and Exposure Procedure
http://www.bumc.bu.edu/busm/student-affairs/additional-student-resources/needle-stick-exposure/
(See Appendix C)
FOCUS: Feedback and Observation of Clinical (UME) Students

INTERVIEW AND DATA GATHERING

Please observe the student performing a patient history and provide them with feedback based on the behaviors listed below

- Prior to observation:
  - Ask student about specific areas they want to work on or areas you should focus your feedback on

- After you observe:
  - Encourage student assessment
  - Describe specific behaviors - use CSEF language below as prompts

<table>
<thead>
<tr>
<th>Target Behaviors</th>
<th>Check if observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Introduces self to patient</td>
<td></td>
</tr>
<tr>
<td>2) Uses mix of open and close ended questions</td>
<td></td>
</tr>
<tr>
<td>3) Follows organized interview framework</td>
<td></td>
</tr>
<tr>
<td>4) Summarizes history back to patient or other check for accuracy</td>
<td></td>
</tr>
<tr>
<td>5) Actively listens and uses nonverbal techniques (e.g. eye contact)</td>
<td></td>
</tr>
<tr>
<td>6) Avoids medical jargon</td>
<td></td>
</tr>
<tr>
<td>7) Identifies and prioritizes patients’ major problems and concerns</td>
<td></td>
</tr>
<tr>
<td>8) Characterizes patient problems and concerns accurately and thoroughly through the history</td>
<td></td>
</tr>
<tr>
<td>9) Clarifies non-specific concerns (e.g. dizzy, numb, weak)</td>
<td></td>
</tr>
<tr>
<td>10) Develops rapport with patient</td>
<td></td>
</tr>
<tr>
<td>11) Completes within appropriate time frame</td>
<td></td>
</tr>
</tbody>
</table>

| Reach behaviors                                                                 |                   |
| 1) Elicits and responds empathetically to patients concerns                     |                   |
| 2) Demonstrates patient-centered interview skills (e.g. attends to patients’ verbal/nonverbal cues, culture, social determinants, need for interpretive/adaptive services etc.) |                   |
| 3) Uses differential to drive data gathering                                    |                   |
| 4) Probes for relevant, subtle details                                          |                   |
| 5) Integrates information from the patient and from other relevant resources (e.g. EMR, caregiver, witness, outside records) |                   |

☐ I directly observed this student

☐ I provided verbal feedback to the student

Student Reflection - What would you change or do differently?

Next steps for student growth developed in collaboration with student (please use above behaviors as guide)

1.
2.
3.

Supervisor Signature ______________________________
FOCUS: Feedback and Observation of Clinical (UME) Students

ORAL PRESENTATIONS

Please observe the student performing an oral presentation and provide them with feedback based on the behaviors listed below

- Prior to observation:
  - Ask student about specific areas they want to work on or areas you should focus your feedback on
- After you observe:
  - Encourage student assessment
  - Describe specific behaviors- use CSEF language below as prompts

<table>
<thead>
<tr>
<th>Target Behaviors</th>
<th>Check if observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Delivers well-organized presentation for this patient encounters</td>
<td></td>
</tr>
<tr>
<td>2) Accurately reports patient data (history, exams, tests)</td>
<td></td>
</tr>
<tr>
<td>3) Delivers presentation that is focused, concise and flows well</td>
<td></td>
</tr>
<tr>
<td>4) Oral presentation demonstrates appropriate level of confidence</td>
<td></td>
</tr>
<tr>
<td>Reach behaviors</td>
<td></td>
</tr>
<tr>
<td>5) Organization of the history and physical demonstrates a differential diagnosis-driven presentation</td>
<td></td>
</tr>
<tr>
<td>6) Presentation is customized to the listener(s), working environment and time available</td>
<td></td>
</tr>
<tr>
<td>7) Presentation is clear, logical and convincing</td>
<td></td>
</tr>
</tbody>
</table>

☐ I directly observed this student
☐ I provided verbal feedback to the student

Student Reflection-What would you change or do differently?

Next steps for student growth developed in collaboration with student (please use above behaviors as guide

1. 

2. 

3. 

Student Name: ___________________________  Date______________________

Supervisor Signature ___________________________  Date______________________

Adapted from the Family Medicine’s Preceptor Manual, written by Miriam Hoffman, MD and Molly Osher-Cohen, MD
Updated 4/2018, 5/2019 Medical Education Office
FOCUS: Feedback and Observation of Clinical (UME) Students

PHYSICAL EXAM

Please observe the student performing a physical exam on a patient they are caring for and provide them with feedback based on the behaviors listed below:

- Prior to observation:
  - Ask student about specific areas they want to work on or areas you should focus your feedback on
- After you observe:
  - Encourage student assessment
  - Describe specific behaviors - use CSEF language below as prompts

<table>
<thead>
<tr>
<th>Target Behaviors</th>
<th>Check if observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Uses correct exam techniques</td>
<td></td>
</tr>
<tr>
<td>2) Identifies and interprets findings accurately</td>
<td></td>
</tr>
<tr>
<td>3) Performs all relevant exam techniques in an appropriate amount of time</td>
<td></td>
</tr>
<tr>
<td>4) Performs exam in a patient-sensitive manner</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reach behaviors</th>
</tr>
</thead>
<tbody>
<tr>
<td>5) Demonstrates focused, efficient and systematic exam on all relevant systems</td>
</tr>
<tr>
<td>6) Exam is driven by differential diagnosis</td>
</tr>
<tr>
<td>7) May identify and interpret even subtle findings accurately</td>
</tr>
</tbody>
</table>

☐ I directly observed this student
☐ I provided verbal feedback to the student

**Student Reflection** - What would you change or do differently?

Next steps for student growth developed in collaboration with student (please use above behaviors as guide)

1.

2.

3.

Supervisor Signature ____________________________________________
Appendix B: Mid-Clerkship Evaluation Form

MID-CLERKSHIP EVALUATION FORM

Student Name: __________________________
Faculty Reviewer: ______________________

During the Mid-Clerkship Meeting, faculty and student should meet, complete, discuss, and sign the Mid-Clerkship Review form (this paper) by week 2 on a 4 week clerkship, week 3 on a 6 week clerkship and week 4 on an 8 week clerkship.

**Step 1:** Faculty please complete a Mid-Clerkship CSEF, review each domain with the student and provide feedback and/or review completed FOCuS Forms with the student.

**Step 2:** Please review student’s required patient encounter log, duty hour log and their FOCuS forms

**PATIENT LOG (REQUIRED DIAGNOSES and PROCEDURES)**
Required patient encounters remaining:
Plan and timeline for completion or alternative experiences:

**FOCuS FORMS**  Review complete:  Yes ☐  No ☐
Direct Observation and Feedback Forms Remaining:
Plan and timeline for completion:

**DUTY HOUR LOG**  Review complete:  Yes ☐  No ☐

**Step 3:** Written feedback

List AT LEAST 2 SPECIFIC student strengths and comments on their performance (List behaviors, skills, etc.)

List AT LEAST 2 SPECIFIC items to work on during the second half of the clerkship (discuss action plan with student):

Please provide feedback on professionalism:
Step 4: Action Plan

**Students:** Write 3 learning goals for the rest of the rotation based on the feedback you received and discuss them with your faculty reviewer.

1.

2.

3.

Student signature ____________________________________

Faculty signature ______________________________

Clerkship director signature____________________________
(if not the same as above)
Appendix C: BUSM Needle Sticks and Exposure Procedure

Boston University School of Medicine Needle Sticks and Exposure Procedure

**Purpose:** To outline appropriate preventative measures and what to do in case of unprotected exposure to body fluids.

**Covered Parties:** Medical students.

**Procedure:**
To prevent exposure to potentially infectious materials, students must use standard precautions with all patients and when performing any task or procedure that could result in the contamination of skin or clothing with blood, body fluids, secretions, excretions (except sweat), or other potentially infectious material, regardless of whether the those fluids contain visible blood.

Standard precautions are to be observed to prevent contact with blood or other potentially infectious materials. ALL body fluids are considered potentially infectious materials. All students are responsible for their personal safety and the safety of their teammates. Students should follow safe practices when handling sharps. Students must use appropriate personal protective equipment such as, but not limited to, gloves, gowns, laboratory coats, face shields or masks and eye protection, and mouthpieces, resuscitation bags, pocket masks, or other ventilation devices.

Standard Precautions include:
- Hand hygiene
- Eye and face protection
- Use of gowns and gloves
- Sharps management

Additional “Transmission Based Precautions” must be used in addition to standard precautions for patients with known or suspected infection or colonization with highly transmissible or epidemiologically important pathogens.

In the event of a needle stick or any unprotected exposure to blood, bloody body fluids, or other potentially infectious material, either in a lab or a clinical setting you should:
- Wash the exposed area and perform basic first aid
- Notify your supervisor – resident or faculty – of the occurrence and that you are leaving to seek care immediately.
- Get evaluated immediately: it is extremely important to receive counseling regarding the risk of acquiring a communicable disease. If indicated, prophylaxis should be started right away, usually within one hour.

**If you are at Boston Medical Center**

BMC’s Occupational Health clinic during working hours or the BMC Emergency Department after hours and on weekends
Location
The Working Well Occupational Health Clinic is located:
Doctor's Office Building (DOB 7) - Suite 703
720 Harrison Ave, Boston MA 02118

Telephone: 617-638-8400
Pager: 3580
Fax: 617-638-8406
E-mail: workingwellclinic@bmc.org
Hours: Monday-Friday, 7:30a.m. - 4:00p.m.

- Tell the receptionist you have had an unprotected exposure (needle stick), and you will be fast-tracked into
  the clinic.
- A counselor will discuss post-exposure prophylaxis with you
- DO NOT DELAY!

BMC’s Occupational Health will notify the Office of Student Affairs of exposures occurring at BMC within 48
hours. These situations can be very stressful and we are here to help. To speak to a dean immediately about the
incident, please page the dean on duty by calling (617) 638-5795 and sending a page to #4196 or sending a text
page to pager #4196 through the pager directory.

If you are at a non-Boston Medical Center site

Immediately check with your supervising physician about the site-specific needle-stick protocol

- If the site has its own emergency room or occupational health you will be directed to go there
- If the site does not have its own emergency room or occupational health, you will go to the nearest
  emergency room
- DO NOT DELAY!

Coverage for provided services is included in the Aetna student health insurance plan offered by the University.
In the event that you do not have Boston University School of Medicine health insurance (Aetna), you must
contact your carrier and determine the level of services covered. Submit any billing received to your insurance
company. The OSA will provide reimbursement for out-of-pocket co-pays. We strongly encourage you to keep
your health insurance card in your wallet at all times.

For questions regarding this policy please contact Dr. John Polk, the assistant dean in charge of post-exposure
management, or Dr. Angela Jackson, Associate Dean of Student Affairs. Drs. Jackson and Polk can be reached
in the Office of Student Affairs (617-358-7466).

Revised Jan 2018