

## Direct Observation Workshop Reflective Activity

This activity will assist you to reflect on the consultations that you just performed.

For each activity, consider the aspects of the consultation that went well, and the aspects that could be done differently. Then use Random Case Analysis to look at the consultation from a different perspective.

### What is Random Case Analysis (RCA)?

Random case analysis is not chart review – it is very different. It is reviewing a case from the perspectives of the RACGP Domains of Practice. It is very useful for exploring the aspects of the curriculum and the consultation that are less prescriptive and more difficult to learn, e.g. Domains 1, 3, 4, 5. It is also useful to help doctors explore those cases that they are not usually seeing in their day to day practice, especially if they are working in a non-mainstream GP environment such as an Afterhours service, or specialised General Practice (e.g. Aboriginal and Torres Strait Islander Medical Centre, Skin Cancer Medicine Practice, Women’s Health Practice).

Reference: [Random case analysis: A new framework for Australian general practice training](#)

### So how do you do RCA?

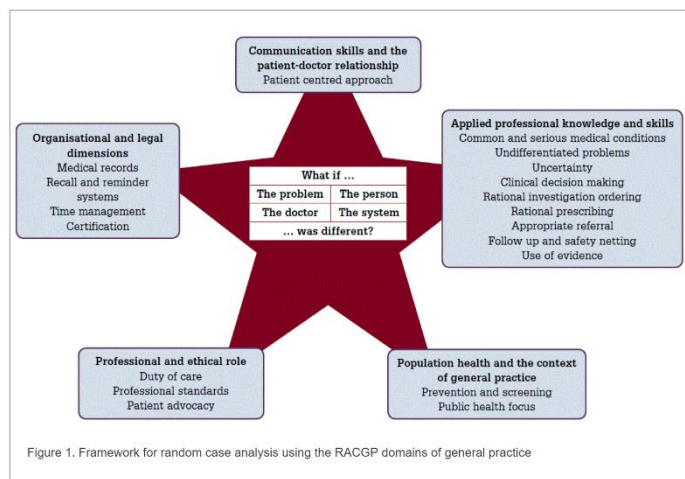
Think about the case from four perspectives:

What if.....

- The doctor
- The patient
- The problem
- The system

Were different?

Here is the framework.



## So how can we use RCS with Direct Observation?

1. Consider the consultations that you just performed.
2. Choose one question from one of the domains for each case.
3. Write a reflection on what you have learned, and most importantly what you are going to do differently in your practice after reviewing this case.

## Random Case Analysis Template

Domain of Practice	Question?
Communication Skills and the patient-doctor relationship	<ul style="list-style-type: none"> <li>• Did the patient have any particular concerns?</li> <li>• Do you feel you reached common ground with the patient?</li> <li>• What if the patient (or doctor) had communication barriers, e.g. disability, language, written skills?</li> <li>• What if the patient was a child? Or an elderly person? How would this affect my communication?</li> <li>• What did the patient expect from the consultation?</li> </ul>
Applied professional knowledge and skills	<ul style="list-style-type: none"> <li>• Was my differential diagnosis broad enough?</li> <li>• Did I consider all of the red flags?</li> <li>• Did I spend the same amount of time exploring the obvious diagnosis as other possible diagnoses?</li> <li>• Were investigations ordered appropriately?</li> <li>• What safety-netting was put in place?</li> <li>• How was follow-up arranged?</li> <li>• If there was diagnostic uncertainty, how did I deal with this?</li> </ul>
Population health and the context of GP	<ul style="list-style-type: none"> <li>• What is the most likely cause of this particular presentation in this patient population?</li> <li>• What are the potential implications for the patient's family and the wider community?</li> <li>• What preventive/opportunistic interventions did you discuss?</li> <li>• What are the social determinants of disease in this patient? (and are they different to those expected in the broader population?)</li> </ul>
Professional and ethical role	<ul style="list-style-type: none"> <li>• Were there any issues related to consent or confidentiality?</li> <li>• Were there concerns about patient-doctor boundaries?</li> </ul>
Organisational and legal dimensions	<ul style="list-style-type: none"> <li>• Did my medical records accurately reflect the consultation? If not, why not?</li> <li>• How were practice systems used to ensure adequate follow-up?</li> <li>• Were appropriate billing practices followed?</li> <li>• Have I completed other paperwork appropriately (e.g. referrals, medical certificates, death certificates).</li> </ul>

There are many more question examples in the RCA article.

## CASE 1

1. What did you do during the consultation that contributed to your effectiveness as a GP?
2. Was there anything you did during the consultation that made it less effective?
3. What would do differently in the consultation if you could conduct it again?
4. Which question and what domain of practice did you use to reflect on the consultation?
5. What key points did you learn from thinking about the consultation using the question?
6. What will you do differently in your practice after thinking about this case?
7. How will you know if any changes you have made to your consulting have been effective?

**Consider including information from this exercise in your Plan for Learning.**

## CASE 2

1. What did you do during the consultation that contributed to your effectiveness as a GP?
2. Was there anything you did during the consultation that made it less effective?
3. What would do differently in the consultation if you could conduct it again?
4. Which question and what domain of practice did you use to reflect on the consultation?
5. What key points did you learn from thinking about the consultation using the question?
6. What will you do differently in your practice after thinking about this case?
7. How will you know if any changes you have made to your consulting have been effective?

**Consider including information from this exercise in your Plan for Learning.**

### CASE 3

1. What did you do during the consultation that contributed to your effectiveness as a GP?
2. Was there anything you did during the consultation that made it less effective?
3. What would do differently in the consultation if you could conduct it again?
4. Which question and what domain of practice did you use to reflect on the consultation?
5. What key points did you learn from thinking about the consultation using the question?
6. What will you do differently in your practice after thinking about this case?
7. How will you know if any changes you have made to your consulting have been effective?

**Consider including information from this exercise in your Plan for Learning.**

#### CASE 4

1. What did you do during the consultation that contributed to your effectiveness as a GP?
2. Was there anything you did during the consultation that made it less effective?
3. What would do differently in the consultation if you could conduct it again?
4. Which question and what domain of practice did you use to reflect on the consultation?
5. What key points did you learn from thinking about the consultation using the question?
6. What will you do differently in your practice after thinking about this case?
7. How will you know if any changes you have made to your consulting have been effective?

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