



PACIFIC
AIDS

Education and
Training Center

The 4th Level

PACIFIC AIDS ETC

Clinical Consultant Newsletter

April 2004

**National HIV/AIDS
Clinicians'
Consultation
Center (HIV
Warmline)**

**Hours: 6:00 AM –
5:00 PM PST**

800/933-3413

**National
Clinicians' Post-
Exposure
Prophylaxis
Hotline (PEPline)**

**Hours: 24 hours /
7 days for
emergency calls
on occupational**

**exposures
888/448-4911**

**Visit PAETC at:
www.ucsf.edu/paetc**

Welcome...

Welcome to the fourth Newsletter for Pacific AIDS ETC Clinical Consultants.

You have been identified as a clinician who provides Level 4 Clinical consultation for the PAETC. This Newsletter is part of an effort to increase and improve Level 4 consultations and documentation.

PAETC Clinical Consultants List Serve / Discussion Group Up and Running...

You are invited to subscribe to the PAETC clinical consultants list serve. Since its beginning in September 2003, participating clinicians have exchanged information and opinions on Level 4 reporting techniques (including possible PDA format), Level 4 marketing strategies and more. The discussion group is a forum in which to compare notes, explore questions, and share the challenges and successes of level 4 training. To subscribe to the service, e-mail: paetc-consultants-on@aidsetc.org.

2004 NCCC Faculty Development Conference for AETC Consultants and Pharmacists

The National HIV/AIDS Clinicians' Consultation Center (NCCC) is pleased to announce the 2004 NCCC AETC Consultants and Pharmacist Faculty Development Conference will be held June 24-26, 2004 at the Cathedral Hill Hotel in San Francisco. This conference offers both new and experienced AETC consultants (including MD, RN, NP, PA, PharmD), medical directors, evaluators and other AETC faculty members a case-based clinical skills-building opportunity. The conference is structured to facilitate exchange and discussion, and highlight local and regional AETC best practices in consultation and pharmacy training. CME and ACPE credits will be offered.

Travel reimbursement funds from the NCCC will be available for three clinicians from the PAETC region. (Note: PAETC has 2 scholarships left. Contact Mona Bernstein ASAP if interested at mbernstein@psg.ucsf.edu)

For further information and registration materials, and to submit abstracts, go to www.ucsf.edu/hivcntr.

Literature Review: The One-minute Preceptor

Introduced in 1992, the clinical teaching model known as the "One-minute Preceptor" has relevance for Level 4 training. The five tasks (or microskills) have been shown to improve key teaching behaviors. The tasks are: 1) Get a commitment; 2) Probe for supporting evidence; 3) Teach general rules; 4) Reinforce what was done right; 5) Correct mistakes.

Getting a commitment involves helping the learner process the information s/he has learned about the patient. You want to find out how the learner is thinking about the patient so you can be a better teacher. Asking, in a non-threatening way, "what do you think is going on?" or "how do you plan to work-up or diagnose the patient?" may be appropriate questions.

Probing for supporting evidence means finding out what clinical reasoning the learner has used so far in thinking about the patient. Asking questions like "what factors did you consider in making that decision?" or "were there other options you considered?" may make clear some knowledge deficits.

Teach general rules. Once you understand what the learner knows, you can pick one or two general rules to get across. Every presented case has teaching value but learners cannot integrate more than one or two general rules per case. Rather than, "the patient needs Efavirenz and Combivir," point out that "treatment of HIV requires using meds from 2 or more antiretroviral classes because..." In putting forth 'general rules', keep the patient's concerns and the learner's needs in mind. Try to be brief. Avoid the temptation to cover too much material or to focus primarily on what you know best.

Reinforce what was done right by verbally acknowledging effective behaviors.

Correct mistakes by using descriptive rather than evaluative language. Comments should be well timed, case-specific and behavior focused. Sometimes asking the learner what they feel they did right and what they would like to do better is helpful since we often learn most from the mistakes we identify ourselves.

Keeping these skills in mind as a "framework on which good teaching conversations can be built" can be useful in Level 4 training. "The model is most helpful when it is not viewed as static and rigid but as a pliable set of guidelines that can be shuffled and altered as the ever-changing teaching situation warrants."

Neher J, Stevens N. The One-minute Preceptor: Shaping the Teaching Conversation. *Fam Med* 2003;35(6):391-3.

Grover M. Teaching General Rules During Ambulatory Education. *Fam Med* 2003;35(3):160-2.

2004 NCCC Preceptorship Programs

The National HIV/AIDS Clinicians' Consultation Center is pleased to announce availability of **AETC Clinical Consultant Preceptorships April 21-22, 2004; May 19-20, 2004; and August 25-26, 2004.** The preceptorships are a valuable training resource for enhancing the clinical consultation skills of AETC faculty members. The preceptorships provide on-site training at the University of California San Francisco, San Francisco General Hospital campus with Warmline, PEline and Resistance Panel faculty members. **The program is offered free of charge to AETC clinical consultants and NMAETC network providers.**

The preceptorships are individualized according to participant needs and may include the following components:

- 1) Resistance Panel Participation**
- 2) Participate in Warmline Consultations**
- 3) Participate in PEline Consultations**
- 4) Continuous Quality Improvement (CQI)**
- 5) Best Practices**
- 6) Local Clinic Site Visit and Case Consultation**

2004 PRECEPTORSHIP DATES

Preceptorships are scheduled over two days:

April 21 & 22

May 19 & 20

August 25 & 26

COSTS

The NCCC reimburses costs incurred for round trip air, ground transportation and hotel accommodations.

ELIGIBILITY

All AETC affiliated clinical consultants (physicians, nurses, pharmacists) are eligible to attend NCCC preceptorships. Applicants must be approved by their regional AETC Director.

REGISTRATION

An application is required for the NCCC Preceptorship.

For further information and application materials go to www.ucsf.edu/hivcntr

Valuable Teaching Aids

Don't forget to explore the AETC National Resource Center website for a variety of teaching tools. Look into the Slide Sets, and Training Best Practices pages. www.aidsetc.org

Also the NCCC website has Slide Shows and other goodies for your use. Check them out: www.ucsf.edu/hivcntr

This Newsletter can serve as a forum for your ideas; a place to announce Training opportunities; share stories about challenging consultations; and more. Look for "The 4th Level" Newsletter in your e-mail about every 2 months.

If you wish to unsubscribe to the Newsletter please notify ccarmichael@pol.net

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