



Module: Civility and patient safety in the clinical environment

Individual Performance Profile

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Program Type: Diploma

Please note that time spent on your Individual Performance Profile reflects only conversations fully completed.

Time Use and Score

Civility and patient safety in the clinical environment	Date	Time Spent	Score(Points)
Practice: Helen	09/20/2023	04:29	Complete

Scenario

By using "I" statements and neutral observations, raise your concerns over an uncomfortable client interaction with your preceptor.

Overall Engagement

Overall Engagement

0 of 0 points

Selected option:

Exemplary

You've successfully completed this learning experience.

Rationale:

You did an excellent job handling this challenging situation. Instead of criticizing Helen's actions or making demands, you put things in terms of your needs and asked for specific feedback. Because you took this approach, Helen will likely be more direct in the future, which should improve learning and build teamwork.

Communication Technique Feedback:

Points on technique separate from overall points

Asking for Specific Feedback

0 of 0 points

Rationale:

It's great that you let Helen know that you welcome specific feedback. This will help you get the information you need to improve. You said:

"Any specific tips on how to get better at IVs would really help me learn..."

Making Neutral Observations

0 of 0 points

Rationale:

You had some trouble finding a way to describe the situation with Mr. Flores in a neutral way. Here's an example that would have made it easier for Helen to hear you:

"Your expression made me wonder if I did something wrong."

There was also one moment when you made an observation that implied you were judging Helen. It was hard for her to be sympathetic when you said:

Sometimes it's hard to avoid coloring the facts with our own judgment. If time allows, you could try writing your thoughts out before a conversation or practicing the conversation with a trusted friend or classmate. This can help you separate fact from opinion. If you do this, the other person will be far more likely to meet you halfway.

Showing Appreciation

0 of 0
points

Rationale:

In this moment, you showed Helen that you appreciate what she's doing to help you learn. Small gestures like that can contribute to a more open and successful conversation. They can also help strengthen your partnership and get the most out of your clinical placement. You said:

"Thanks for giving me time to start an IV. It was a good experience."

Using "I" Statements

0 of 0
points

Rationale:

There were multiple moments when you used "I" statements to share your feelings and thoughts. That way you avoided blaming Helen, making assumptions about her actions, or putting her on the defensive. Here's one example:

"This was my first real IV start. I want to make sure I got it right."