

# Summary and Review: Continuing Practice

Preceptor Module Eight

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**SAN DIEGO WORKFORCE FUNDERS COLLABORATIVE**

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# PRECEPTOR TRAINING

## SESSION EIGHT OUTLINE

- Review of Overall Learning Objectives
- Review of Core Concepts and Tools
- Goal-Setting Techniques
- Writing and Sharing Learning Plans
- Next Steps
- Conclusion

# Learning Objectives

1. Introduce yourself and a group in a way that earns and maintains trust
2. Set ground rules, including confidentiality
3. Set individual and staff learning goals
4. Describe, demonstrate, and define core skills in Person-Centered Communication as defined by Carl Rogers
  - a. Empathy
  - b. Positive Regard (Respect)
  - c. Congruence (Self-Awareness)

# Learning Objectives

- 5. Give and Receive Feedback
  - a. Give practical, respectful feedback
  - b. Receive practical, specific feedback
  - c. Teach how to give and receive feedback
  - d. Describe “finding the kernel (seed) of truth”

# Learning Objectives

6. Help learners look up questions and find resources
7. Provide individual support
8. Facilitate peer learning circles to maintain morale, motivation and accountability
9. Demonstrate reflection and self-awareness
10. Demonstrate basic teaching skills
11. Perceive yourself as teacher/coach
12. Be able to self-reflect, encourage reflection, and teach reflection

# Learning Objectives

- 13. Practice utilizing a humanistic approach both in teaching, supervision, and patient care
- 14. Supervise specific skills including core clinical skills, communication, and coaching
- 15. Identify solutions and strategies to improve staff working relationships
- 16. Utilize Teach-Back Technique in both clinical teaching situations and in clinical practice situations

# Learning Objectives

17. Define and model a philosophy of Person-Centered Care that includes:
  - Empowerment
  - A humanistic approach
  - A transdisciplinary approach
  - A concept of the community as teacher/patient as teacher
18. Integrate health literacy into the day-to-day management of patients



# Learning Objectives

- 19. Life skills such as stress management, coping skills, staying centered
- 20. Choose how we respond
- 21. Write a “Sources of Strength Plan”
- 22. Help MAs develop a learning plan with specific learning goals
- 23. Help follow up on these goals, reviewing specific skills, seeing patients together and reviewing knowledge, skills and enhanced skills

## REVIEW OF SKILLS IN YOUR TOOL KIT

- When you complete a workshop like this, it is good to review the skills, tools, knowledge, and attitudes you have acquired
- Make a list and review some of the things you particularly want to utilize in the future
- For each topic, write down something you would like to remember
- Plan your next steps

# Core Humanistic Psychology Communication Skills (Rogers)

- Empathy
- Congruence (Self-Awareness)
- Positive Regard

Las Joyas De Amor: Jewels of Love

- Touching love or truth
- If your tears could speak, what would they say?



# Giving and Receiving Feedback

- How to give feedback
- How to receive feedback
- ‘Kernels of truth’

# Teach-Back Technique

- Use with patients
- Use with staff
- Use with each other

# PHILOSOPHY OF CARE

- Empowerment—creating environments where people take charge of their lives and achieve wellbeing
- Integrate Social Determinants of Health
- Humanistic Person-Centered Approach
- The Concept of “Community as Teacher”
- Transdisciplinary

# Motivational Interviewing

- Engage
- Focus (Guide)
- Evoke
- Plan

# WORKPLACE RELATIONSHIP TOOLS

- Work Styles

from People Styles at Work by Robert Bolton

“Sit together and look at a problem rather than being on opposite sides.”

from Getting to Yes by William L. Ury



# MORE TOOLS

REFLECTION: Be careful not to be a “cracked mirror.” Work on your personal issues so that when you listen reflectively or “mirror back” someone’s thoughts or dreams, you are doing it accurately and your own “stuff” is not getting in the way.

# Reflection

Reflection sessions are ideally scheduled monthly and each person shares something they have learned that month, either emotionally, practically, spiritually, etc.

Consider setting aside a few minutes each day or each week to reflect, to appreciate something you have learned, to think about something good that happened that day, or to consider something you would like to do differently.

A useful couples activity that can be used in the workplace is “3 Things and 3 Things.” Sit down in a comfortable setting and share 3 things (specific behaviors) the other person did that week that you appreciated and 3 things (specific behaviors) that you wish had been different.

Reflect for a moment, and write some of your thoughts.

# More Tools

- HEALTH LITERACY
- CULTURAL HUMILITY
- UNDERSERVED HEALTH CARE
- SOCIAL DETERMINANTS OF HEALTH

# STRESS MANAGEMENT SKILLS

These can also be used for:

BEHAVIORAL CHANGE

MOTIVATIONAL INTERVIEWING

WORKPLACE RELATIONSHIPS

- Sources of Strength Plans
- Creating Talismans
- Centering and Creating Space
- Social Tai Chi

# GOAL-SETTING TOOLS

- Goal-setting activity from the book Creative Visualization by Shakti Gawain
- COLLAGE Activity: PAST, PRESENT, FUTURE: GOALS and DREAMS

Note: There may not be enough time during the initial training for the above two activities, but these are useful tools for future follow-up sessions.

## COLLAGE Activity: PAST, PRESENT, FUTURE: GOALS and DREAMS

- Supplies: For each person, provide a large white poster board, glue sticks or tape, and scissors, and many old magazines
- Cut images from the magazines to reflect your personal journey (past, present, and future) and include your dreams and life goals
- Share your collage with other participants

# NEXT STEPS

- Write down three key things that you have learned
- Write down the next steps you might take
- Share the key things you have learned and your next steps with the group

Copy the above and turn in to your facilitator

Complete an evaluation form (if one is being used)

# Community-Building Activity

- Share an inspirational or meaningful quotes from your life.
- If you can't think of one, take a few minutes to look up one of your favorite quotes or poems or passages on your phone or a nearby computer.
- Read the quotes on the following page.



# Compilation of Quotes

## Gandhi, Marley, Rumi, King, Aristotle, Chavez, Hillel Rule of life

- Gandhi Be the change you wish to see in the world.
- Marley Emancipate yourself from mental slavery. Only you can free your mind
- Rumi Don't move the way fear moves you.
- King Injustice anywhere is a threat to justice everywhere
- Aristotle There are infinite needs in the world. Find one of your great passions and match it to that need.
- Chavez Si, se puede.
- Hillel If I am not for myself, who will be for me?  
If I am only for myself, what am I?  
If not now, when?



# RESOURCES

- *Creative Visualization* by Shakti Gawain. Whatever Publ.
- *A Man's Search for Meaning* by Victor Frankl. Washington Square Press
- *Many Winters-Poems of the Taos Pueblo* by Nancy Wood
- *Being Peace* by Thich Nhat Hanh. Parallax Press
- *Voices of our Ancestors* by Dhanyu Ywahoo. Shambala Press
- *The Illuminated Rumi* translated by Coleman Barks
- *Phenomenal Woman, Four Poems* by Maya Angelou  
Random House Publishing
- *Listening to Nature* by Joseph Cornell. Dawn Publications
- *People Styles at Work* by Robert Bolton AMACOM Publ.

# Summary for Preceptor

- Summary of Objectives
- Review of Core Topics
- Review of Goal-Setting and Goal-Setting Techniques
- Reflection
- Next Steps
- Learning Plans