How to Deal with the Difficult Student.... Thomas Green, DO, MPH Associate Dean - COM Clinical Affairs

Learning Objectives...

At the conclusion of this presentation, you should be able to:

- Define the categories that describe a difficult medical student
- Describe the SOAP approach to dealing with the difficult student
- Explain the benefits from having a systematic approach to the difficult medical student

How Do You Define the Difficult Medical Student???

Student Doctor Jones

- A 4th year student who just began a monthlong rotation in Family Medicine with you
 - Your practice is office-based
 - This is day 4 of the rotation and you have noted:
 - <A> His presentation skills are below average
 - His differential diagnosis ability is quite poor

Student Doctor Jones

- How are you going to approach student doctor Jones about these issues??
 - What types of things will you discuss??
 - How will you follow-up on this??
 - What are effective actions you can take to help resolve these issues?

Student Doctor Smith

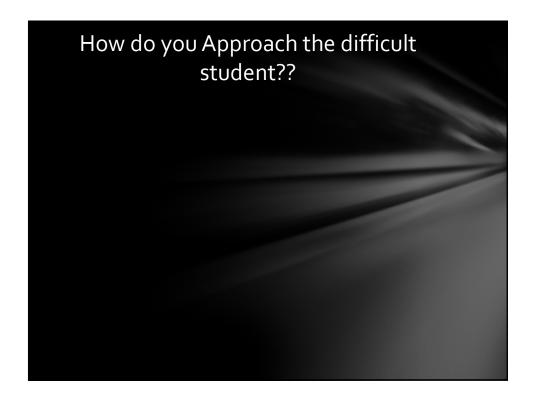
- A 3rd year student who just began a month-long rotation in Internal Medicine with you
 - Your practice is office and hospital-based
 - This is his third rotation
 - This is day 3 of the rotation and you have noted:
 - <A> He has been late twice to the hospital rounds
 - He appears unkempt with wrinkled clothes and a dirty lab coat

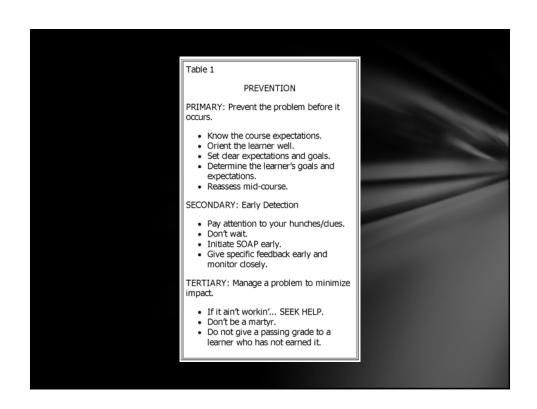
Student Doctor Smith

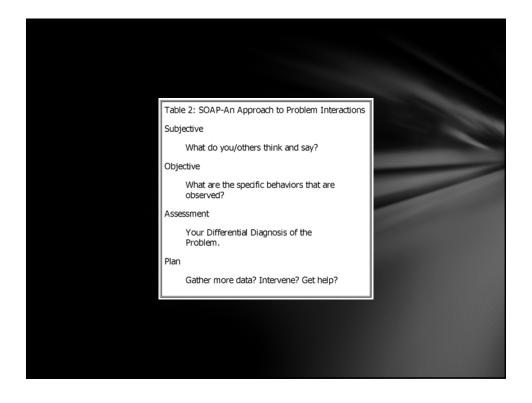
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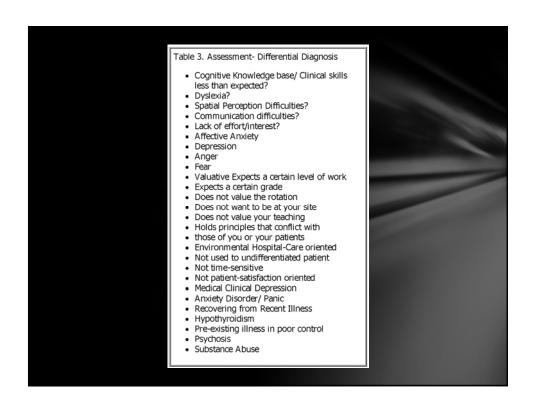
How Do You Define the Difficult Medical Student???

- <1> Knowledge
- <2> Skills
- <3> Attitudes









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Tools for Dealing with the Difficult Student

- <1> Identify the issue(s) early
- <2> Seek input from others (if available)
- <3> Seek input from the student
- <4> Provide timely and effective feedback
- <5> Document and evaluate appropriately

Do They Have the Proper Tools??

- <1> An introduction/orientation
 - <A> Clearly defined expectations
 - Clearly defined role
- <2> Being a Role model
 - <A> Set the example
- <3> Regular feedback/consistency

