

OSPE 1 Viva Voce

- Crisis management
- The pathologist as manager

OSPE Scenario 1

- You are an SpR working in a district general hospital which has 25,000 surgical cases and 4,000 cytology cases per year. There are usually 6 consultants and 2 SpRs. There is a nearby pathology department 20 miles away in another hospital. Two consultants have recently retired last month. On return from a conference two consultants are seriously injured in a road traffic collision and are unable to return to work for at least 1 month.

Questions

- What issues need to be addressed?
- Who needs to be informed?
- What would be your immediate action plan?
- What longer term plans need to be in place?

OSPE Scenario 2

- You are working in a busy pathology department which has recently seen a significant increase in gynaecology workload.
- Last month there was a case where prostatic chips and chorionic villi were mixed up.
- You receive a specimen stating – Gross description: multiple frags up to 3mm
- Microscopically you see a colposcopic biopsy with CIN1 and other fragments showing papillary serous carcinoma

Questions

- Where could the specimen be from?
- What are you going to do?
- What investigations would you do?
- What can you do to improve?

Template

- **1. Identify the issue** (staffing/staff issues/equipment/IT failure/Service delivery/Quality issues/Accreditation)
- **2. Identify key people impacted** (users, GPs, coroners, clinicians, staffing, funding, morale)
- **3. Communication of the problem** (stakeholders, staff, users, screening programmes, network hospitals, CD, HR, Exec)

- **4. Key impact of the problem** – delivery of service (diagnostics, frozens, molecular, MDMs), KPI's, TAT, Accreditation, CPD, training
- **5. Priorities** – service (delivery, components) and people involved (morale, clinicians, patient, trainees)
- **6. Short term problems** – service delivery (what can be delivered, suspension of certain services, prioritising specimens, sending away)
- People involved – engage with clinicians (HOLNCV), overtime, acting up, other hospitals, HR (finance)
- **7. Long term prevention** – (staffing recruitment, equipment (service contracts, SLA with other providers), Behaviour (morale, value, leadership), bring clinicians on board

Key words

- Communication
- Key Stakeholders
- Prioritise
- Engagement
- HR, Hospital Management
- Staff Morale
- Teamwork
- Network hospitals