1 Bare-Bones: Lessons from Life, Orthopaedics (and the Movies)
   Bernard F. Hearon, MD
   Clinical Assistant Professor, Department of Surgery
   University of Kansas School of Medicine – Wichita
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2 “Bare-Bones”
   • Only what is necessary
   • The most essential components
   • The irreducible minimum

3 Doctor-Patient Communications and Approach to Patient

4 “Every doctor becomes a patient somewhere down the line.”
   - Dr. Jack MacKee
   The Doctor, 1991

5 Loss of Identity: Depersonalization
   • Use appropriate patient titles
   • Provide simple, basic courtesy when greeting
   • Instruct staff to do same

6 Patients Are Impatient: No One Likes to Wait!
   • Plan a manageable schedule
   • Stay on time in clinic and in OR
   • Train your staff to be punctual

7 Remembering Instructions May Be Difficult
   • Written instructions are helpful
   • Use PA, NP, patient portal to educate patients
   • Follow-up phone call to confirm plan is executed

8 Loss of Control
   Paternalism vs Shared Decision-Making
   • Paternalism – Physician-directed treatment
   • Shared decision – Patient included in process
     • Surgeon must make recommendations clear
     • Should not relinquish decision-making to patient
     • Some patients need guidance, persuasion
     • Some should not be offered elective procedures
• Patient selection is key to good outcomes

9 □ Approach to the Patient
• Take a genuine interest in each patient
• Allow sufficient time, sit down, make eye contact
• Not simple exercise in making correct diagnosis
• Convey competence and confidence to patient
• Consider necessity of defensive interventions
• Patient education on diagnosis, treatment options
• Informed consent is a process, not a document
• Thorough discussion of potential complications

10 □ “People don’t care how much you know until they know how much you care.”
    - Theodore Roosevelt

11 □ Surgical Complications and Approach to Practice

12 □ “A man’s got to know his limitations.”
    - Harry Callahan
    Magnum Force, 1973

13 □ How do you know what you don’t know?

14 □ Illustrative Case: Problematic CTR
• 39 yowf RHD homemaker, morbidly obese
• Progressive right hand median numbness
• Positive Durkan’s sign, Phalen’s test
• Static 2PD prolonged > 15 mm median distribution
• Prolonged median distal motor latency, 8 ms
• Open CTR, patient-requested general anesthesia
• Symptomatic relief, but 2PD > 15 mm M-R interval
• Median nerve was partially lacerated during CTR
• Turn-back of lacerated fascicle was required

15 □ Complications may occur with virtually any operation even simple procedures such as trigger digit release or CTR. Every surgeon should be committed to CME and study of complications.

16 □ Approach to Orthopaedic Practice
• Don’t be afraid to ask for help, consultation
To call for help is NOT a sign of weakness
Encourage patients to seek second opinions
Operate within your area of expertise
Use physician extenders to best advantage
Examine surgical outcomes critically

17 Approach to Complications
Accept complications as inevitable part of practice
Minimize occurrence by patient selection
Learning opportunities to improve performance
Study complications, establish mandatory read file
Good management is key to practice success

18 Managing Complications
Comprehensive preoperative informed consent
Full, prompt disclosure complication, implications
Explain how it happened, express regret
Formulate remediation plan, include partners
Follow-up more frequently, spend more time
Include family, referring physician in discussion
Notify malpractice insurance carrier

19 “A mistake that makes you humble is better than an achievement that makes you arrogant.”
- Mudii

20 Doctor-Staff Communications and Approach to Teamwork

21 Misconception: You can control every aspect of patient care in every setting and in every scenario
Reality: You can’t

22 The World is NOT Perfect
Patient scheduled wrong date / time
Outside MRI disk lost in radiology
Patient not held NPO, case cancelled
Dull drill bits not replaced in AO set
Screw sizes / lengths missing from set
Requested implant set not available
Wrong implant / disposable opened
• Dropped instrument needs autoclaving

23  “There’s no crying in baseball!”
   - Jimmy Dugan
   *A League of Their Own, 1992*

24  “Where do you train your nurses, Dauchau?!”
   - Dr. Herbert Bock
   *The Hospital, 1971*

25  **Approach to Orthopaedic Team**
   • There’s no crying in orthopaedics!
   • Be nice to everyone, particularly to subordinates
   • Physicians are held to higher standard of behavior
   • “I’m sorry, that will never happen again!”
   • Surgeon is captain of the orthopaedic team
   • Lead during time outs, freely share what you know

26  **Via Christi Code of Conduct on Disruptive Behavior**
   • Derogatory, insulting or obscene language
   • Verbal or physical attacks on medical staff
   • Impertinent / inappropriate comments in record
   • Non-constructive criticism intended to intimidate
   • Refusal to accept Medical Staff assignments
   • Deliberate destruction of Medical Center property

27  **Service to Others and the Power of Prayer**

28  “We’re on a mission from God.”
   - Elwood Blues
   *The Blues Brothers, 1980*

29  **What’s Really Important?**
   • Faith
   • Family
   • Friends
   • Legacy of Service

30  **Approach to Medicine: A Life of Service**
   • Respect for patients and their autonomy
   • Non-maleficence – First, do not harm
   • Beneficence – Act in patient’s best interest
• Maintain patient confidentiality
• Justice – Fairness and equality providing service

31 □ Via Christi: “in the way of Christ”

32 □ How to Pray
• Thanksgiving
• Adoration
• Repentance
• Petition
• Specificity

33 □ Mark 11:24
Therefore I tell you, whatever you ask for in prayer, believe that you have received it, and it will be yours.

34 □ Matthew 15:28
Then Jesus answered and said to her, “O woman, great is your faith! Let it be to you as you desire.” And her daughter was healed that very hour.

35 □ Jeremiah 17:14
Heal me, O Lord, and I shall be healed; save me, and I shall be saved…

36 □ “Lord, make me an instrument of Your will on earth.”

37 □ Take Home Points
• Treat your patients as you wish to be treated
• Know your own limitations in clinic, operating room
• Embrace your role as an orthopaedic team leader
• Understand the implications of your vocation
• Pray daily for His grace and His guidance

38 □ Thank You for Your Prayers!