

## **THE 5-MINUTE CLINICAL MANAGER** **A Method for Efficient Evaluation and Feedback**

The 5-minute (5 step) clinical manager is a strategy for efficiently structuring an interaction with a learner. It consists of the following steps:

### **Step 1: 1-minute learner commitment; establishing goals**

So, what do you think is going on with this patient?

How would you like to treat this patient?

Why do you think the patient needs treatment?

What would you like to accomplish in this session?

### **Step 2: 1-minute rationale evaluation: probe for supportive findings/evaluate the thinking leading to that commitment**

How did you reach your conclusion?

What findings support your diagnosis?

What else did you consider?

### **Step 3: 1-minute praisings: reinforce what was correct/give positive feedback**

I agree with your decision(s)/conclusion(s).

I am pleased that you included...that aspect of the examination/intervention.

I appreciate your consideration of reimbursement issues...

### **Step 4: 1-minute reprimands; constructive guidance about errors or omissions**

I disagree with... your differential diagnosis/conclusions/decisions.

What else do you think you might have included?

A more effective way to...

### **Step 5: 1-minute take home lesson; teach a general principle**

So, in general, it's important to remember...

It is always important to think about...

In general, taking a little extra time...

Why don't you read up on this tonight and report back tomorrow...

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Adapted from Blanchard K, Johnson S. The One-Minute Manager, HarperCollins Publishers Inc., New York, 1903.

Nether JO, Gordon KC, Meyer B, Stevens N. A Five-Step "Microskills" Model of Clinical Teaching. J AM Brd of Fam Pract July-Aug, 1992; Vol. 5 No. 4, 419-424.