How doctors think?

An illustrative presentation
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How doctors think

- Performance versus competence
- “A competent doctor performing poorly”
  - Why?
How doctors think

- Work environment
  - Unsupportive
  - Lack of appropriate resources

- Systems in place:
  - Hand-over and follow-up
  - Examples from Private practice
  - Examples from hospital practice
How doctors think

- Doctor’s factors: Distractors
  - Health: drug, alcohol, mental health, cognitive impairment and others
  - Personal and family pressures
  - Financial pressures
  - Excessive work load and fatigue
  - Job dissatisfaction
  - Outlier practice
  - Professional isolation
  - Bias
  - “Personality”/ “Disruptive behaviour”
  - Cultural barriers
How doctors think

- Patient factors:
  - the VIP and special patient: Professional boundaries
  - The “crying wolf patient”
  - The “too hard basket” patient
  - The “patient from hell”
  - The “too familiar” patient
How doctors think?

- Food for thought:
  - screening or reactive performance assessment?