



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?