

Needs Assessment & Questioning Styles

Teaching of Tomorrow
November 2017



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The Gnome



- Goals
- Needs**
- Objectives
- Methods
- Evaluation

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Objectives

Participants will be able to:

1. Discuss the importance of a Needs Assessment
2. Describe 4 questioning styles
3. Describe how the use of questioning styles facilitates a needs assessment
4. Vary questioning styles to assess a learner's needs

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Why Assess Needs?

It allows you to...

Target your teaching

Keep the learner interested and active &...

It saves time

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Determining Learner's Needs



Teaching



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Case 1

A 3rd year student is sent to interview a 20 year old woman with dysuria.

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Addressing Needs Using Questioning Styles

| Assertive | Suggestive | Collaborative | Facilitative |
|---|---|--|--|
| Focused | Leading | Open | Reflective |
| What are the reasons you might order imaging for a headache that sounds like tension? | How would you compare the treatment of a migraine and tension headache? | What do you think is going on with this patient? | How comfortable are you talking about the causes of stress with a patient? |

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Assertive Style

| | |
|------------------|--|
| Needs Assessment | <ul style="list-style-type: none"> • Asks factual knowledge • Usually a "teacher question" • Tests • Assesses knowledge of information |
| Example | "What are the medication options for type I diabetes?" |

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ASSERTIVE STYLE DEMONSTRATION

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Suggestive Style

Needs Assessment

- Models thought processes, algorithms, a strategy
- Can the learner “put 2 and 2 together?”

Example(s)

1. “What are the benefits/risks of each common class of headache medication?”
2. “What do you know about this patient that would influence your medication choice?”

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Collaborative Style

Needs Assessment

- Assesses thought processes/strategies without leading them in a stepwise fashion

Example

“What do you think is going on?”

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Suggestive vs. Collaborative

- › Both teacher and learner are working.
- › Both suggest that there is a strategy for answering the question.
- › The more the learner is directing the interaction, the more “collaborative” it is.
- › The more the teacher is directing the interaction the more “suggestive” it is.

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Facilitative Style

- Asks open, reflective, or emotive questions.

Needs Assessment

- Only the learner knows the answer.
- Teacher wants learner's perspective

Example

"How do you feel about taking care of patients who don't adhere to their diabetes management plan?"

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Assessing Knowledge, Skills and Attitudes using Questioning Styles

| Assertive | Suggestive | Collaborative | Facilitative |
|-----------|------------|---------------|--------------|
| Focused | Leading | Open | Reflective |

'knowledge'

'problem-solving skills'

'attitudes and feelings'

Cognitive **Reflective/Affective**

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FACILITATIVE DEMONSTRATION

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A 20yo Woman with Shortness of Breath

Assertive Suggestive Collaborative Facilitative

| | | |
|-----------|------------------|----------|
| Knowledge | Use of Knowledge | Feelings |
|-----------|------------------|----------|

What would you ask your learner to determine needs?

Any of these questions could be okay—
Each will uncover different needs.

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Questioning Styles for Needs Assessment: Where to Start?

- > **Before Encounter**—What do you already know about the learner (knowledge-base, level)?
- > Ask for self-assessment first—**A Preview...not today**
 - "How do you think that went?" [also checks ability to self-assess]
- > When in doubt—start at the more collaborative end.
 - "What do you think is going on?" —or— "What's your plan?"
- > If there is something the learner needs to know, move to suggestive style.
 - "How do you decide how to work up a woman with LLQ pain? Distinguish ovarian from GI causes."
- > If the learner is still unsure, ask focused questions to make the path clear.
 - "What is the differential dx of LLQ pain in 20yo woman?"

Demonstration Simulation

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It's May...

Preceptor: It's the 2nd day with your 3rd year student. You have a few minutes to talk between patients.

Learner: 3rd year med student on 1st rotation.

- Just took history on 18yo female w/ abdominal pain
- Finding preceptor to present the patient.

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Rules for Simulation

› See in Needs Assessment Handout

- Find your small group
- Have fun

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