



# Certifying Exam

## Case Materials

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## MANAGING CONFLICT

### CASE SAMPLE VIDEO

Use of the case materials in this document are demonstrated [here](#).



### CASE SUMMARY

Managing conflict (e.g., negotiating) is an essential skill for an emergency physician. This case requires the physician to navigate a differing position to negotiate a mutual understanding for a patient-centered outcome. A successful candidate will create solutions to the situations in which they are involved.

### SCORING

Information on how this case will be scored can be found [here](#).



MANAGING CONFLICT CANDIDATE TASK SHEET		ROOM #
<b>CASE PARAMETERS</b>		
<ul style="list-style-type: none"> <li>• This is a 10-minute case</li> <li>• You will interact with a hospitalist</li> <li>• There are 30 people in the waiting room and <b>there is no ED observation unit</b></li> <li>• Pertinent physical exam and diagnostic findings are provided, all others are normal</li> <li>• You recommend admission and the patient understands the need for admission</li> <li>• You have placed a page to the hospitalist who arrives at the ED</li> </ul>		
<b>PATIENT INFORMATION</b>		
<b>Patient Name</b>	Mr. Smith	
<b>Age</b>	64	
<b>Gender</b>	Male	
<b>Presenting Complaint</b>	Leg pain and redness	
<b>Past Medical History</b>	Diabetes	
<b>Medication</b>	Doxycycline, Insulin	
<b>Allergies</b>	None	
<b>Vital Signs on ED Arrival</b>	Normal	
<b>PHYSICAL EXAM FINDINGS</b>		
<p>Lower extremity with erythema to the entire calf with lymphangitic streaking. The WBC count is 15.6 and the ESR and CRP are not significantly elevated. Blood glucose is elevated to 275, all other physical examination findings and diagnostic testing are normal.</p>		
<b>TASK STATEMENT</b>		
<p>Your task is to talk with the Hospitalist to ensure appropriate care for the patient.</p>		