

**ASK THE RIGHT**

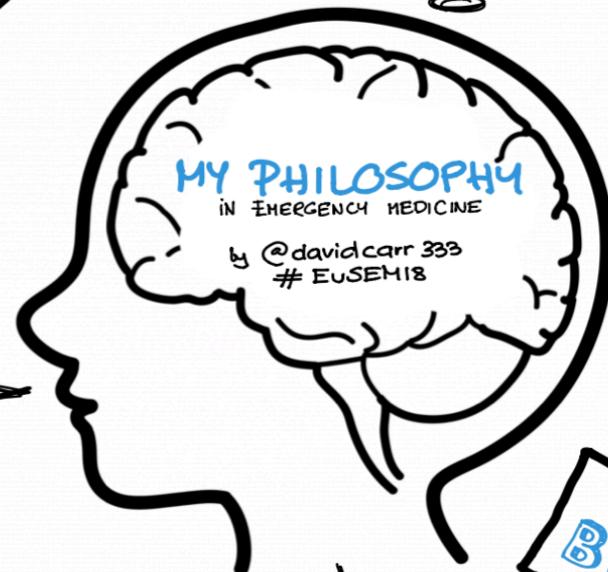
1. IN or OUT → ADMIT  
→ DISCHARGE
2. WHAT TESTs do I need to order **NOW**
3. WHAT TESTs do I need to do so I can **SLEEP** tonight

**MANAGE EXPECTATIONS**  
(I will tell U if U need a surgery now, if not...)

**APPROACH TO CONFLICT** ⚡

"I am sure U can understand the implications of us BOTH missing this diagnosis — so we should do THIS..."

**SPIRIT**  
ELIOUS  
ROBABLE  
INTERESTING  
TREATABLE  
**DIAGNOSIS**



**FLOW ECONOMICS**

- is my time best used here? or is there somewhere else I should be?
- THINK what U r not doing
- keep vertical patients moving
- VISUAL REMINDERS on tracking board (what is still outstanding? plan?)
- develop a HIGHER GEAR → if busy U can teach how to run a busy ED
- manage ur learners
- use SHORTCUTS ⇒ talk to people in person  
- know when Ur VIPs (cons. radiologist etc) r leaving  
- "cherry pick" in the last hour

**CHOOSE WISELY**  
UR **DIAGNOSTIC TESTS**  
NICE TO KNOW **VS** NEED TO KNOW

**TO AVOID BURNOUT**

**BE HONEST**  
"I don't know...  
(...but I can tell U  
U r not going to die")"

**GO HOME  
ON TIME**