

Lessons learned from a first year in practice

Tom Gessert MD
WSO Annual Meeting
October 21, 2023

GUNDERSEN
HEALTH SYSTEM®

Disclosures

- No financial disclosures

- These are not original ideas...



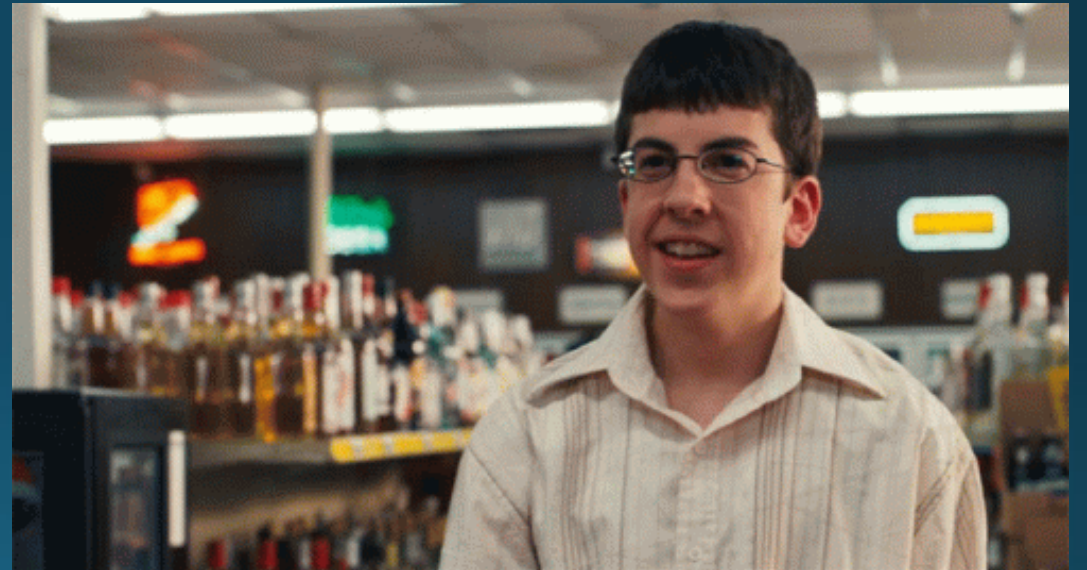
Case

- 65 YOF open septorhinoplasty with nasal bone osteotomies, auricular cartilage harvest, valve repair, turbinate reductions following workplace injury
- Surgery goes well, goes home



Lesson 1

- Set expectations
 - Under-promise, over-deliver



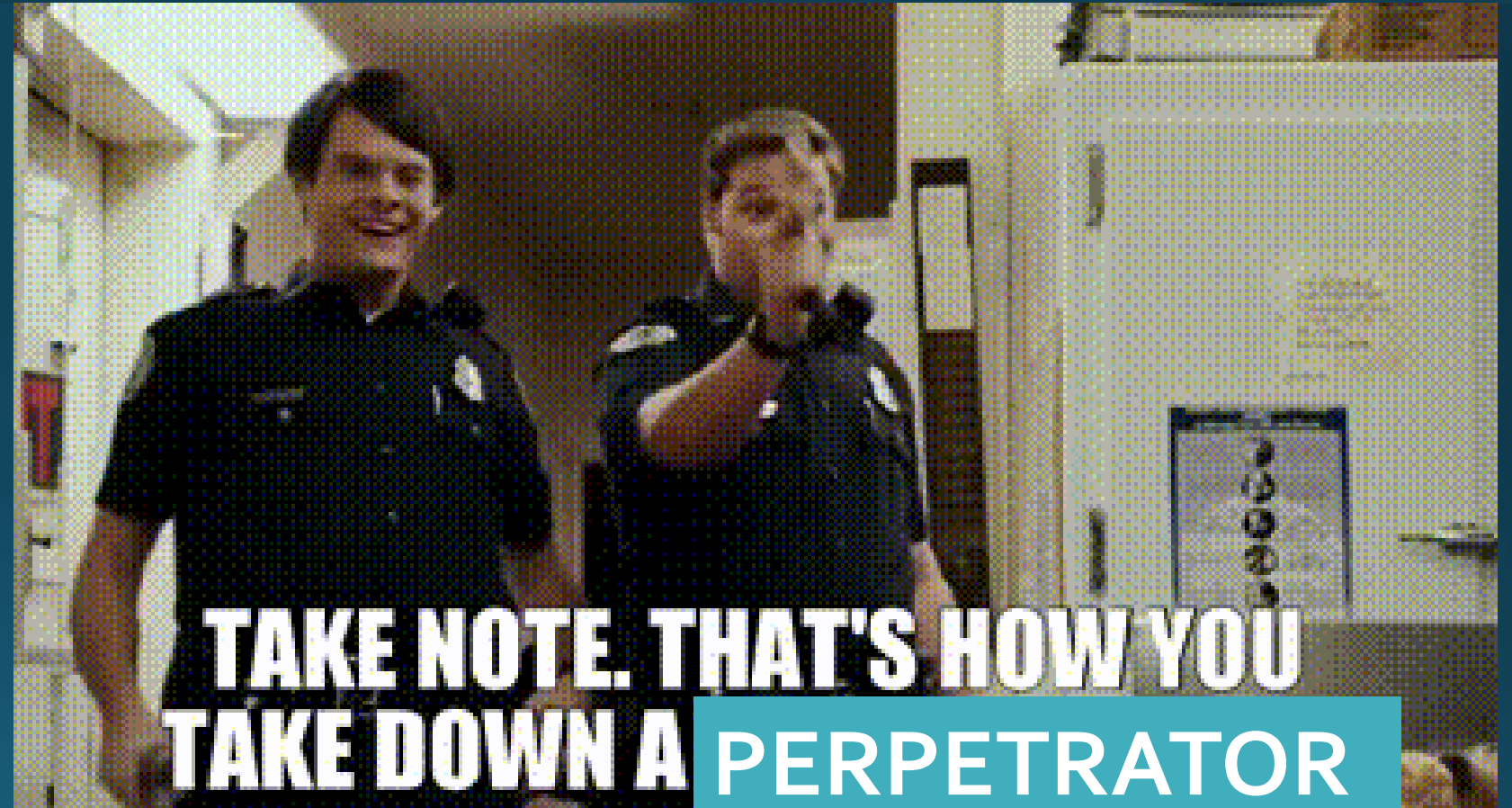
Case

- 65 YOF open septorhinoplasty with nasal bone osteotomies, auricular cartilage harvest, valve repair, turbinate reductions following workplace injury
- Surgery goes well, goes home



Lesson 2

- Take notes



Case continued

- Calls POD₁ (Friday) – left eye feels irritated, no vision changes
 - Started erythromycin ointment
 - Instructed to come to ER over weekend if not improving
- POD₄ (Monday) – goes to walk-in optometry clinic, retained corneal shields removed from both eyes, no corneal abrasion per report



Lesson 3

- Ask for advice



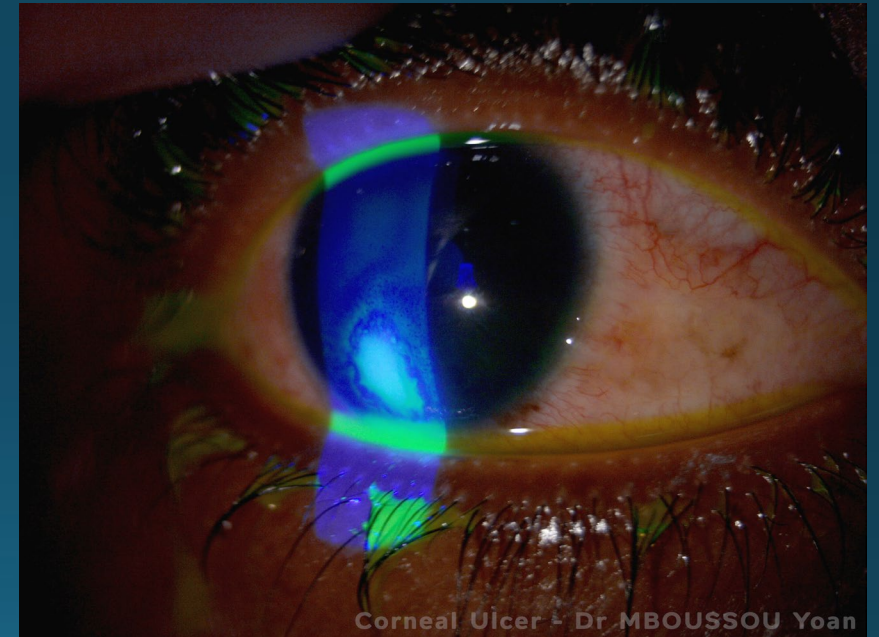
Case continued

- Ophthalmology evaluation
- Patient experience/legal team



Case continued

- POD₄ – goes to ophthalmologist, bilateral mild corneal ulcerations, continue ointment, they expect full recovery and will see her back in 2 days



Legal team, patient experience

- Low likelihood of grounds if no lasting injury
- Patient experience reaches out, provides avenue for patient to file complaint, all ophtho care will be comped

Case continued

- Called her every other day for the first week
- See her back POD7 for splint, packing removal, visit with ophthalmology same day documenting resolution of corneal ulcers, normal VA exam
- Saw her once per week for first month
- Now 6 months out, happy w/nasal outcome, mild residual eye dryness, vision normal, functional working relationship
- Met with OR, discussed event
 - Clear contact, not a counted item



Lesson 4

- Own your complications



Takeaways

- Set expectations, under-promise and over-deliver
- Take notes, review/prepare for cases
- Utilize partners/mentors
- Lean into complications, make yourself abundantly available

