

SAMPLE INDIVIDUAL CASE STUDY (CASE CODE: 23)

Physician and Specialists

PARTICIPANT GUIDELINES

- The event will be presented to you through your reading of CURIS Skills, CURIS Knowledge and Case Details
- Each case study must be completed individually and should take approximately 1 hour
- You should take approximately 10 minutes to review this information and 20 mins to conduct external research to help prepare your response
- You should then take approximately 20 minutes to write your response and allot 10 minutes to edit your response and submit your work
- Please also include a citations page to indicate which external sources were used
- All submissions will be made through the CurisConnect website: <https://curisconnect.vercel.app/>
- You will be evaluated on how well you demonstrate the CURIS Skills and meet the CURIS Knowledge criteria. The last page in your case study package consists of an Evaluation Form whereby the evaluator will allot points for the completion of the case study.
- The points allotted will be based on the depth and detail of your explanation in your response since there are no defined right or wrong answers, but rather we want to see your thinking, research, knowledge and understanding on the situation at hand.
- The amount of points earned will correspond to the amount of volunteer minutes or hours you will earn. The threshold and range for this grading scheme can also be found at the bottom of the Evaluation Form.

CURIS SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.
- Healthcare Oriented Mindset - Utilizes proper terminology and demonstrates foundational educational understanding in discipline.

CURIS KNOWLEDGE

- Explain the principles of orthodontic treatment.
- Describe pros and cons of different orthodontic appliances.
- Identify factors affecting patient decisions on treatment options.

CASE DETAILS

MindCare Clinic is a well-established, multidisciplinary healthcare facility specializing in neurology, located in a suburban area. Founded 10 years ago, the clinic has developed a reputation for providing comprehensive care for patients with neurological disorders, including migraines, epilepsy, and neurodegenerative diseases. The clinic serves a diverse patient population, ranging from children to the elderly, and has built a loyal client base by emphasizing personalized treatment plans and accessibility.

Recently, MindCare Clinic has faced significant challenges, including an increase in patient wait times and communication breakdowns between staff. Patients have reported frustrations related to delays in scheduling appointments, receiving test results, and follow-up care. These issues have led to decreased patient satisfaction and raised concerns about the quality of care provided. As the Neurology Operations Manager, you have been tasked with addressing these operational challenges while ensuring high-quality patient care.

Your goal is to evaluate the current operational workflows, identify areas for improvement, and implement strategies that enhance patient experience and staff collaboration.

Please also address the following questions in your response:

- **What innovative strategies can be implemented to streamline patient flow and reduce wait times while maintaining quality care?**
- **How can communication and coordination between neurologists, nurses, and administrative staff be improved to ensure timely patient follow-ups and reduce delays?**

EVALUATION FORM

PARTICIPANT: _____

EVALUATOR: _____

Did the participant:		Below expectations	Meets expectations	Exceeds expectations	Judged score
CURIS KNOWLEDGE					
1	Explain the principles of a Neurologist.	2	4	6	
2	Describe pros and cons of different medical approaches.	2	4	6	
3	Identify factors affecting patient decisions on treatment options.	2	4	6	
CURIS SKILLS					
4	Critical Thinking & Problem-Solving	1	2	3	
5	Communication, Terminology & Professionalism	1	2	3	
6	Creativity & Innovation	1	2	3	
7	Healthcare Oriented Mindset	1	2	3	
TOTAL SCORE					