2022-2023 Golden Stethoscope Nomination

Nominated for: Outstanding Patient/Provider Communication

Name of Nominee Dr. Katlynn Adkins

I am nominating my preceptor Dr. Katlynn Adkins for the Outstanding Patient/Provider Communication Golden Stethoscope Award. Dr. Adkins is an OB/GYN at Denver Health and my experience having her as my preceptor has been impactful in countless ways. She continuously acts as an educator and role model for her students and residents by creating a safe environment for learning and discussion. One element of her practice that continues to amaze me is her ability to connect with patients during times of vulnerability. From the clinic, to the labor and delivery floor, to the operating room, Dr. Adkins manages to make patients feel understood and supported no matter the situation.

One example that created a lasting impact on me involved her treatment of a clinic patient that arrived with complications from endometriosis. The patient felt frustrated by the constant pain and discomfort she was experiencing and had difficulties with treatment methods in the past. Dr. Adkins entered the room with such empathy and a willingness to listen that the patient was able to disclose her fears with treatment options and other GI symptoms she had been experiencing. Dr. Adkins connected all of the dots and explained the relationship between the GI symptoms and her endometriosis which had never been explained to the patient in the past. Dr. Adkins continued to stay in the patient room and talk through each one of her questions and concerns. At the end of the appointment, the patient thanked Dr. Adkins and said that she had never felt so listened to and cared for. She was hopeful for the new treatment plan and was appreciative of the interactive nature of the consultation.

Dr. Adkins also continuously demonstrates her communication skills on the labor and delivery floor. In one particular case, a patient who had experienced significant pain during birth was concerned about the large amounts of fluid and blood she had expelled after the birth and the pain that would come from inserting vaginal stitches. Dr. Adkins immediately came to her side and empathized with the pain she had been feeling while also reassuring her of her strength given the difficult birth. She explained the exact nature of the expelled fluid and reassured her that she should not be alarmed. She also took the time to pause and discuss getting anesthesia to administer pain medications before continuing with the stitches. As we waited for the medications, the patient thanked Dr. Adkins for taking the time to ensure her comfort. Dr. Adkins' consideration and care had the patient smiling by the end of the procedure.

Another example of Dr. Adkins' patient/ provider communication skills can be seen as she prepared a patient for an upcoming procedure in the operating room. A patient had come to the ED for an ectopic pregnancy and would require surgery. We walked down to the emergency department where we entered a dark room and found the patient curled up on the bed in extreme pain. She had been there for hours and Dr. Adkins had to deliver the unfortunate news that the wait would be longer still for an OR to become available. Dr. Adkins could see the pain that the patient was in and discussed the treatment options. The patient had a variety of questions and you could see the fear and uncertainty in her eyes. As they spoke, Dr. Adkins calm demeanor and willingness to talk through every possibility began to calm the patient down. Dr. Adkins ability to read the patients physical situation and psychological state allowed her to provide superior care.

Dr. Adkins continuously demonstrates excellent patient/ provider communication and makes patient's feel comfortable and heard during times of extreme vulnerability in their lives while also remaining an excellent teacher and mentor throughout her busy day. Dr. Adkins' ability to connect with patients, teach students, and solve care issues in a professional and positive manner that leaves patients feeling connected and cared for makes her the perfect choice for this award.

Written by: Sarah Ashley

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