

## Zone C lead provider

“Zone C lead” is a new role that applies to the 11 pm - 7 am overnight shift in Mid-Fast Track and will be a designated PGY-3, 4 or senior PA. The *default* lead provider will be a resident when both a PGY-3/4 and senior PA are present.

The purpose of the role is to introduce graduated responsibility to our more experienced providers so that they become more comfortable overseeing the flow in a zone, as well as developing their teaching skills when working with the junior providers. When there is no dedicated attending in Zone C, these senior providers will help to manage volume, as well as identify potentially sick patients in the area.

The responsibilities of Zone C lead provider will include, but are not limited to:

- Taking ownership of the zone—as the senior provider, you will be maintaining the flow of the zone.
- **Stay** in Zone C overnight: see only fast-track or mid-track patients, and present to Acute 1 AND Acute 2 attendings
  - Other residents/PAs may still be assigned IAN (now MAN) or IBN (MBN), so be wary of the fact that they may only be picking up Acute 1 or Acute 2 patients, and you may need to preferentially pick up patients on a particular team. On July 1, this will likely change so that all Zone C providers stay in Zone C 24/7.
- NOT a “senioring shift,” but be willing and able to help the junior residents or junior PAs when they need
  - Let them run plans by you, help with procedures if they’ve never done them before. You are a preceptor, but not a senior. They still present to attendings.
- DO NOT take presentations. The goal is to keep the board moving yourself and assist juniors when needed.
- Look out for inappropriate triages; eg. ESI 4 patients who are sneaky sick patients and somehow snuck through triage. Upgrade the patient, or escalate at your discretion.
- Keep an open line of communication with the PIT provider and other senior PAs about the flow of the zone (see below).
- Escalate to the PIT provider or Attending as needed when your zone becomes overwhelmed.
- Be aware of your team. Check in frequently to preempt potential bottlenecks. Don’t let off service interns flounder without a plan for hours.

## PIT and Lead Provider working in concert

The Zone C lead and PIT provider should communicate via epic chat continuously throughout the shift about challenges and opportunities.

- Start an EPIC chat with the PIT at 11 pm to facilitate conversations. Include the senior PA if you have one that night.
- If the board is falling behind, reach out and ask the PIT if they are available to help with flow.
- If the PIT notices that Zone C is getting more patients than it can handle when Acute 1 and 2 are caught up, try to send some mid track patients to acute.
- Vice-versa, if acute 1 and 2 are way behind but there are very few Zone C patients, put some borderline acute/mid-track patients in Zone C (only if safe for them to be down the hall).