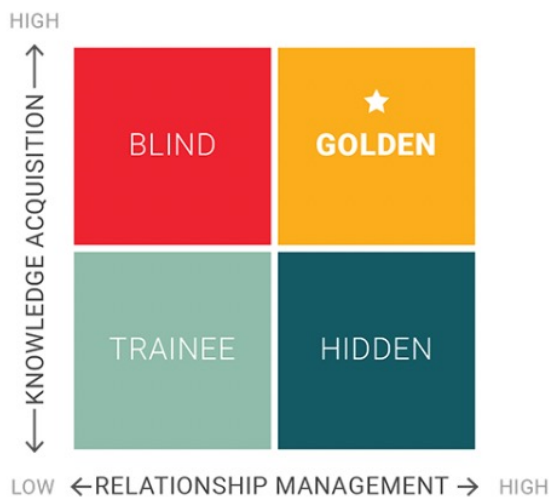


# The Complete Clinician Model

## COMPLETE CLINICIAN MODEL QUADRANTS



**Trainee quadrant:** Where we all start. Our goal is to get to the golden quadrant by acquiring knowledge of clinically sound treatment and learning how to form excellent relationships.

**Blind quadrant:** Understands clinical care exceptionally well and can provide great recommendations on the best course of treatment; may lack the interpersonal skills necessary to connect with both patients and peers.

**Hidden quadrant:** Well-liked and collaborative but may not be able to determine the best treatment due to lack of skill and knowledge.

**Golden quadrant:** This is the ideal balance; you have the right skills to identify proper care for a patient, as well as the ability to build collaboration and consensus among team members.

## BARRIERS AND CATALYSTS

Unfortunately, there are barriers that can prevent a team or individual from getting to the golden quadrant. These include:

**Psychological distress**—an environment where team members do not feel safe to take risks, speak up, or ask questions.

**Incivility and intimidation**—behaviors that lead to power differentials and make it impossible to build consensus and collaborate effectively.

**Vulnerability**—at the extreme, vulnerability can lead to fear that brings out uncertainty in team members and increases the perceived emotional risk of speaking out or taking action.

**Abuse**—the most extreme barrier that will destroy a team. Abuse can take many forms: physical, emotional, psychological, financial, bullying, and harassment.

Not to be overlooked, there are **catalysts** that help people develop the right balance of clinical skills and knowledge. By developing team **psychological safety**, obtaining **feedback**, learning to **disagree without being disagreeable**, improving **teamwork culture**, and even showing appropriate **vulnerability**, individuals and teams can promote golden quadrant tendencies.