

FM REVIEW 2018 42 COMMENTS

COMMENTS TO EDITOR: This is a valuable essay about a physician perhaps paying too much attention to metrics and not enough attention to the concerns of a family member. It also tackles the role of collegial judgment and, conversely, support. Reviewer 1 makes some excellent suggestions about how to deepen the reflective content, and the author should follow them. By addressing questions of what it means to be a physician; how to respond empathically and compassionately to a family member's (or patient's) anger; and how to seek support from colleagues and not feel shamed by defensive judgment, the author can help our readers grapple with these questions as well.

COMMENTS TO AUTHOR: This essay tells a thought-provoking story about the risks of perhaps paying too much attention to hospital metrics and not enough attention to the concerns of a family member. It also tackles the role of collegial judgment and, conversely, support. We like this piece, as it describes dilemmas faced by many physicians, but feel it needs additional work. Please pay special attention to reviewer #1's comments and suggestions, as these could substantially deepen your work.

Of particular importance is the crucial role of collegial relationships in extending self-compassion while knowing how to learn from past situations. It is clear that the smirking, judgmental attitude of one colleague you encountered was distressing and unhelpful. What I think reviewer #1 is saying is that the best support comes from colleagues who do not judge, but are able to go beyond "you did all you could" to "is there anything you might have done differently?" asked with compassion and even love. In other words, rather than the binary "you were a bad doctor/you were a good doctor" the best collegial support helps us learn from experience. I hope there is a way you can weave this insight into your essay.

Finally, although it is clear that you've wrestled with this event and extracted valuable lessons from it, it would be helpful to show, as reviewer 1 suggests, how you might have interacted differently with the patient's wife. How could you have approached her in a way that was curious about, interested in, and supportive of her concerns? Sharing thoughts along these lines would be particularly useful to journal readers.

Your concluding paragraph is terrific and encapsulates all you learned from this experience.

COMMENTS TO EDITOR II: This is a revision of an essay about the power of hospital metrics in influencing physicians' decision-making regarding tests and discharge; how a physician wrestles with the difficult encounters that can result; and the importance of learning a balance between unconditional acceptance and thoughtful critique. The author has done a good job of responding to reviewers' and editor's suggestions. There are still many stylistic problems with the writing which sometimes obscure her points. I have tried to offer ways of correcting these issues in the attached. If the author is willing to do one more polishing, I think this essay can be accepted.

COMMENTS TO AUTHOR II: Thank you for your revisions, which are thoughtful responses to reviewers' and editor recommendations. In particular, I think the heart of your essay now clearly has to do with learning from difficult encounters. This is an excellent point, and addresses both my

concern and reviewer 1's; but as a result, the title is no longer a good fit for the essay. Consider something like "Seeking Lessons from Mistakes" or something that better reflects the importance of reflection and analysis within the context of empathic support.

Please review the attached carefully. The edited manuscript has no no major recommendations, but rather eliminates a few redundant sentences and makes stylistic changes that improve the readability of the essay and occasionally clarify what I understand your point to be.

Although I appreciate your adding the reference to Balint, it makes for a weak concluding sentence and seems like an afterthought to the essay as a whole. I suggest omitting. Not every reviewer concern can be addressed.

Thank you for your additional work on this essay. I think with one more pass-through, it will tell exactly the story you want.

COMMENTS TO EDITOR III: The author has made all of the recommended stylistic and content changes. The only problem is that, while the author altered the title, as requested, the new title is quite cumbersome and awkwardly written. Further, it references personal growth, which is nowhere discussed in the essay. I have recommended a modification of this new title. If this could be handled by Sam, I'm very comfortable accepting this version.

COMMENTS TO AUTHOR III: Thank you for making all of the recommended stylistic and content changes in this essay. It now reads very well, and has a clear focus. We appreciate your coming up with a title that better reflects the content of the essay. Unfortunately, as written, it is somewhat cumbersome. Further, it references your personal growth, which is not discussed in the essay. I suggest a simpler title that concentrates on your professional growth: "A Patient's Angry Spouse Helped Me to Become a Better Physician." Once you accept this modification, or come up with a better one of your own, this essay will be ready for publication. Thank you for the effort you've put in to make this contribution as polished and carefully crafted as possible.

COMMENTS TO EDITOR IV: I had requested a title change in this essay and the author has complied. A good essay, now ready to go!

COMMENTS TO AUTHOR IV: Thank you so much for all your work on this essay, down to the last detail. It will make an excellent contribution to this journal.