Improve Interns' Communication Skills Prior to Orientation

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Introduction

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DocCom

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Greater Baltimore Medical Center
Internal Medicine Residency Program
• Serves >20,455 inpatient cases a year
• Handles ~52,000 emergency room visits a year
• 245 beds
• 44 I.M. residents
GBMC - Problem

- June orientation – assess & remediate (Entrustable Professional Activities)
- History & Physical
- Quality H&Ps not high
- Knew WHAT to ask, not HOW
GBMC - Solution

• DocCom – easy access any where any time
• Initially - Assignment at Orientation
• Next Year - Assignment after the Match in March
  – Learners have the time
  – Learners want to impress
• Following Year – Test
Communication Skills Test
Before and After DocCom

• Empathy Understanding Test (Module 6)
• Selected Multiple Choice questions from modules most closely aligned with HCAHPS (5 to 13)
• DocCom suggests introduction & directions
## Module Assignment ~1 hr

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Description

• Proven on-line, interactive healthcare communications skills learning system

• Comprehensive, media-rich, interactive platform for acquisition of knowledge, skills and attitudes regarding medical interviewing
Background

• In 2003, American Academy on Communication in Healthcare (AACH) & Drexel University College of Medicine identified gap in communication learning for medical students
• Obtained grant from the Arthur Vining Davis Foundation
• Launched in 2005 as pilot
• Debuted in 2006 as non-profit
• Offered Continuing Medical Education in 2015.
DocCom Facts

Co-founded in 2003 by AACH & DUCOM

~90 Institutions: Yale, Stanford & Johns Hopkins, etc.

>25,000 Subscribers

14 Countries

4 Languages: English, German, Japanese & Portuguese

6 Journal articles re value of DocCom
Evidence-Based Importance of Communication Skills

• Improve medical outcomes
• Decrease malpractice claims
• Enhance physician/provider satisfaction
• Improve patient satisfaction scores
  – HCAHPS surveys mandated by the government if hospital receives Medicare funds from the government
  – Analysis demonstrates that 2 communication dimensions drive scores
Tour
Flipped Classroom Model
Overview

• Module authors - leading faculty
• 42 multimedia-rich interactive on-line modules
• 400+ videos realistic interviews
• Annotated interactive videos
• Literature references
• Checklists.
Sample Module

- Consistent format across modules
- Rationale
- Patient and Clinician Views
- Reflection Qs
- Key Principles
- Learning Goals
- Content
- > 400 Videos
- Reference List
Checklists

**BEHAVIOR CHANGE CHECK LIST**

Note: The editors think that the ASK-TELL-ASK technique presented in DocCom Module 10 is of particular relevance for behavior change conversations. We label many of the "S A" skills listed below with an Ask or a Tell to underscore this relevance.

**PREPARE**
- Guide dialog to behavior change issue (lifestyle factor, treatment adherence).
- Summarize relevant prior discussion (or available facts).
- (Tell) Review association between a behavior and health risks.
- (Tell) Specify interest in discussing a behavior change that would benefit patient’s health.
- (Ask) Assess patient’s willingness to discuss this behavior.
- Negotiate agreement to discuss behavior.

**ASSESS**
- (Ask) Seek patients’ feelings, knowledge, beliefs and readiness about changing behavior.
- (Tell) Reflect understanding of patients’ perspectives.
- (Ask) Show curiosity and interest about patients and their context.
- (Tell) State respect for patient autonomy/choice.
- (Ask) quantify (1-10 scale) conviction.
- (Ask) quantify (1-10 scale) confidence.

**Advise**
- (Ask) Ask permission to provide advice or information.
- (Tell) Give specific advice (or endorse specific patient intention).
  - Give advice (or endorsement) in personalized, contextualized fashion.
  - Respond with reflection and empathy when patient shows anger, frustration, irritation, defensiveness, ambivalence, or embarrassment.
  - Respond with praise or appreciation when patient shows enthusiasm, interest or determination.

**Agree**
- (Ask) Elicit and clarify patient’s goals.
- (Tell) Inform patient about health-promoting clinical goals.
  - Demonstrate a collaborative stance by using partnership skills.
- (Tell) Offer options that are appropriate to readiness, conviction and confidence.
- (Ask, Tell) Negotiate and compromise until you agree on realistic goals for change.

**Assist**

16: Promoting Adherence and Health Behavior Change - by Carol Chou MD, Michael B. Goldstein, MD, F. Daniel Duffy, MD, Rob Shochet, MD
Annotated Video Examples

In this movie, Rob Shochet, MD, is the physician.

16: Promoting Adherence and Health Behavior Change - by Carol Chou MD, Michael B. Goldstein, MD, F. Daniel Duffy, MD, Rob Shochet, MD
Annotated Videos

Pop-out Video of Clinician or Patient
Empathy Understanding

In this video, Dr. Bird does not act on opportunities to provide empathic comments. If you feel while watching the video that such an opportunity is passing by, you may click the button “missed opportunity for empathic comment”. After you are done, you may click submit - and you will receive visual feedback on how you did!

missed opportunity for empathic comment

You may reload this page if you like to start another attempt!

06: Build the Relationship - by Julian Bird MD and Steven Cole MD
Facial Recognition
Patient Portraits

RENO, 42-year-old former user of all kinds of drugs, in recovery for 4 years

How were you able to quit?

30: Substance Use Disorders - by Barbara A. Schindler MD and Ted Parran MD
Facilitator Guide

Advanced Communication Topics

Facilitation Guide

Series of 12 One-Hour Learning Sessions

Syllabi

Admin Guide
GBMC - *Benefit*

- H&P assessments far fewer remediation candidates
- Improvement in scores
Scores – Before/After DocCom

Empathy Understanding Test

Before DocCom 41%  
After DocCom 96%

MCQs Delta

75% 66% 52% 49% 34% 32% 25% 24% 9% 7%

1 2 3 4 5 6 7 8 9 10
Residency Program Research

• 3 links to test empathy understanding (Module 6)
  – After Match in March before DocCom use
  – At orientation after DocCom use
  – After working several months (September)

• Survey Monkey with MCQs (Modules 5-13/HCAHPS aligned)
  – After Match in March before DocCom use
  – At orientation after DocCom use
  – After working several months (September)
Group Subscription Cost

• Calculate at http://DocCom.org/Subscriptions
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