

Feasibility of Using a Tablet Computer Survey for Parental Assessment of Resident Communication Skills

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Background

- Communication is a core competency
- Medical trainees need to be assessed at the level of the individual
- Patient surveys are a method preferred by the Accreditation Council for Graduate Medical Education (ACGME) for assessment of communication skills

Background

- CAHPS and other surveys used to assess patient experience in healthcare
- Difficulty for training programs to use
 - Hospital based surveys: not individual level
 - Paper based: resource intensive for data entry and analysis
 - Lag in receiving information
 - Patients often confused about who is providing care
 - Language

Problem: How to create a valid and sustainable system of assessment that includes patient assessments?

Survey

- Utilize CAHPS-like questions: 28 items
 - Individual communication: 10 items
 - Team communication: 11 items
 - Demographics: 7 items
- English and Spanish
- No personal identifiers



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Tablet Computer Survey Screen Shot Choose Provider Page

Parents are shown this screen to verify the provider they are commenting on
(Note provider names appear above each picture on computer)



Parent uses stylus to click on
residents picture on touch
screen: entire survey is
point and click

Tablet Computer Survey Screen Shot-Sample Item Measuring Communication



¿Cuán a menudo le dio este médico explicaciones de modo que usted pudiera entenderlas?

- Nunca
- A veces
- Usualmente
- Siempre
- No se

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There is one question per screen page
Parents can skip questions
Data automatically entered into Microsoft Access

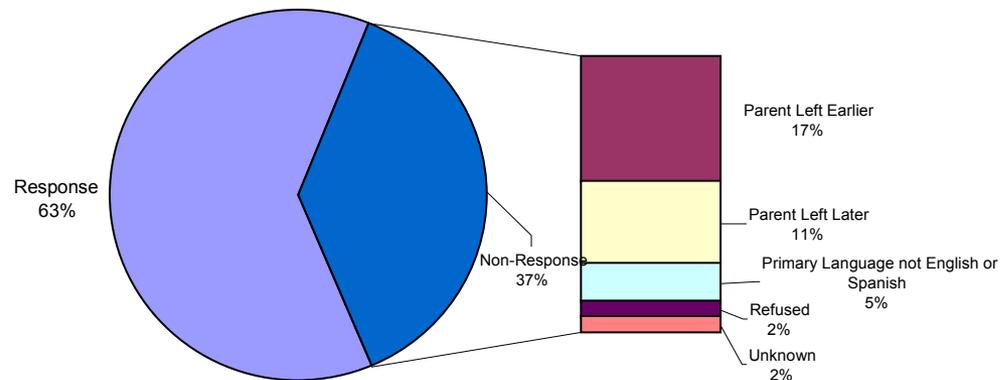
Pilot Study

- Six week period during summer/fall 2005
- Target population: pediatric inpatients
 - Medical (non-surgical) patients
 - To be discharged that or the following day
- Microsoft Access facilitates generating reports

Survey Administration

- Medical student approached parent in room (later done with hospital volunteer)
- If parent agreed to survey, he/she chose survey language and medical student helped identify photograph of resident for which parent confirms adequate exposure to provide feedback
- Student left tablet computer in room, returned in 10 to 15 minutes

Parental Acceptance of Survey

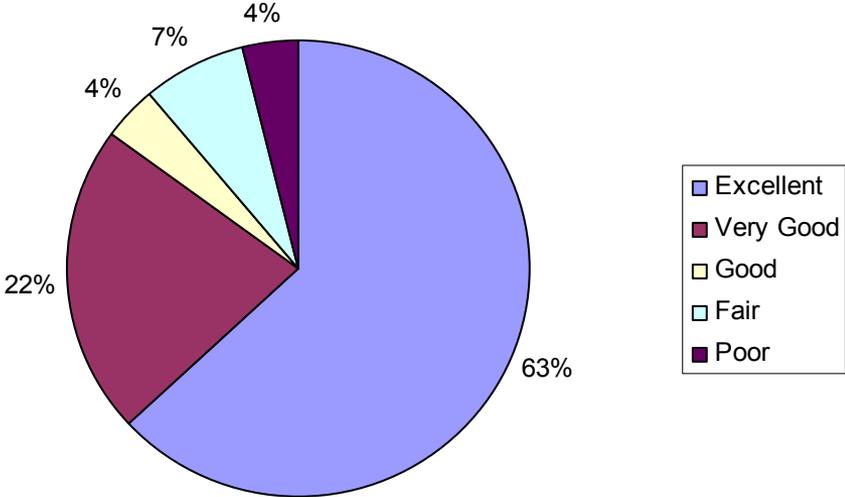


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Survey Completion

- 62 respondents (63% response rate)
 - All items completed at a high rate
 - 88% of surveys had at least 20 items completed, 75% had less than or equal to one item not completed
- Low rate of refusal

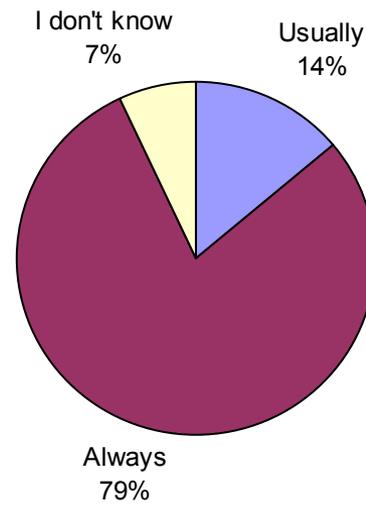
How would you rate the care your child received?



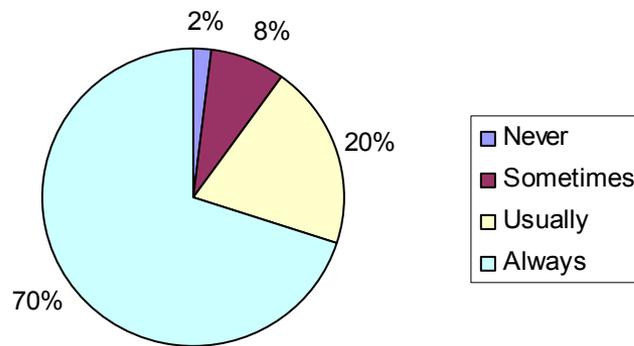
Provider Level Items

“Resident in the Picture”

How often did this doctor explain things in a way that you could understand?

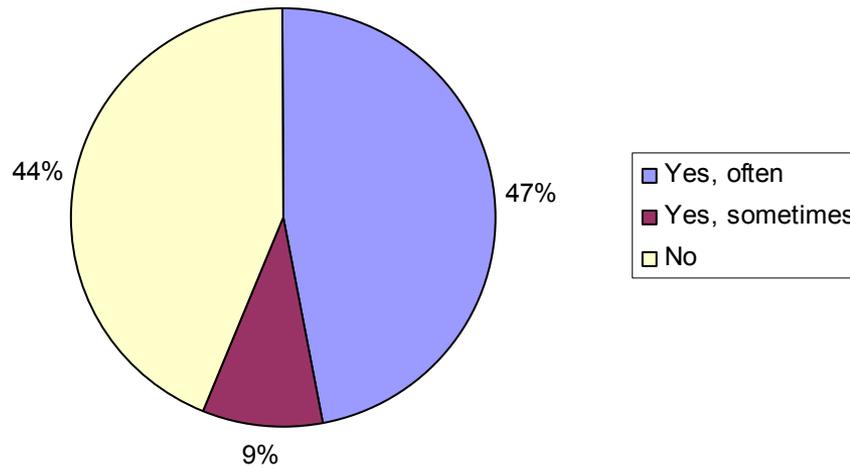


How often did this doctor ask you about health concerns of your child that were really bothering you?

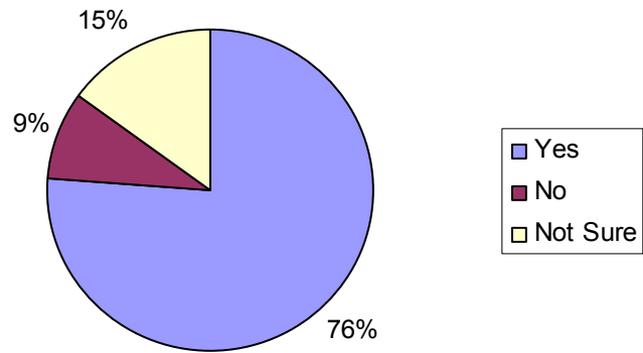


“Team level” Questions

Did one doctor or nurse say one thing and another say something very different?



Did you know which doctor was in charge of your child's care?



Conclusions/Next Steps

- Resident assessment of communication skills using a tablet computer survey is feasible
- Further analyze survey results
- Refine administration
 - Volunteer vs. hospitalist vs. kiosk
- Target curriculum for communication skills
- Outpatient setting
 - Increase number of responses
 - Assessment of physicians in practice