

# AN INTERACTIVE CASE-BASED PATIENT EXPERIENCE WORKSHOP FOR INTERNAL MEDICINE RESIDENTS

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## BACKGROUND

The technological revolution has narrowed the information gap between the physician and patient. This has led to the evolution in medicine from paternalistic to patient-centered and health care systems now focusing on bettering the patient experience to achieve higher satisfaction scores.

Currently, residents have little knowledge of how prioritizing patient experience surveys can affect hospital metrics as well as improve medical outcomes and career satisfaction. Therefore, it is imperative to start early in educating trainees on how to best address the holistic needs of the patient beyond providing the correct treatment for their ailment.

### IN THEIR OWN WORDS: WORKSHOP FEEDBACK BY RESIDENTS

- Really enjoyed this experience: provided a different light to the patient experience
- Giving space to share about our own interactions with regards to the patient experience will help identify issues and could help find ways to remedy them
- Loved how interactive it was! Great group discussion and very insightful
- I was not aware of the HCAHPS survey before this workshop
- Appreciated practical tips we learned to be better physicians
- Useful information we don't get anywhere else. Appreciated the historical perspective and the clinical scenarios were helpful

## METHODS

We implemented a high yield 1-hour patient experience workshop that was repeated weekly over eight weeks to capture all internal medicine residents. In the first half we focused on the historical evolution of patient care from paternalistic to patient-centered and presented the patient experience survey questions on HCAHPS and CG- CAHPS. In the second half the residents participated in a brainstorming exercise utilizing four case-based scenarios to foster discussion on how to improve the patient experience in challenging scenarios followed by discussing available evidence-based strategies for physicians to improve their patients' experience.

### BRAINSTORMING CHALLENGING SCENARIOS:

During the workshop, the residents had a chance to discuss each of the following patient scenarios:

1. A patient who is unhappy with how their pain medicine regimen has been weaned by the medical team
2. A patient who has undergone unnecessary testing and procedures because of lab error which the medical team just found and needs to disclose
3. A patient who because of a devastating brain injury is having difficulty adjusting and is expressing anger towards the medical team
4. A patient's family expresses distrust and concern that you are not treating the viral pneumonia with antibiotics

## RESULTS

A total of 195 residents participated in the workshop. 139 residents (71%) completed a pre- and post-curriculum survey. Results demonstrated significant knowledge improvement ( $p < 0.001$ ) in all of the topics including how hospitals track patient experience, questions patients are asked on the HCAHPS survey, how hospitals use the data to compare to one another, and methods they can implement to improve scores. Compared to a pre-program test, residents demonstrated improvement in correctly selecting survey questions specifically related to the physician/patient interaction and methods physicians can implement to improve survey scores on the post-test. Additionally, the majority of residents felt the workshop would be useful in clinical practice and found the case scenarios useful.

Survey Question	Median (25 <sup>th</sup> , 75 <sup>th</sup> Percentile)		p
	Pre-program <sup>a</sup>	Post-program <sup>a</sup>	
I know how hospitals track patient experience	2 (2, 4)	5 (5, 5)	<.001
I know methods I can implement to improve patient experience	4 (3, 4)	5 (5, 5)	<.001
I know general questions patients are asked on the HCAHPS survey	2 (1, 2)	5 (5, 5)	<.001
I know how hospitals use HCAHPS survey data to compare to one another	2 (1, 2)	5 (5, 5)	<.001
I understand how improving patient experience can improve health outcomes	4 (4, 5)	5 (5, 5)	<.001
I believe patient experience is an integral part of healthcare	5 (4, 5)	5 (5, 5)	<.001
I believe this training is important for my future as a practicing physician	5 (4, 5)	5 (5, 5)	<.001
Knowledge test score	7 (6, 7) <sup>b</sup>	9 (8, 10) <sup>b</sup>	<.001

Table. Responses to self-assessment survey (n=139)

<sup>a</sup>Rated on a 5-point Likert Scale (1= Strongly Disagree, 5= Strongly Agree)

<sup>b</sup>Scored on a scale from 1-10

## CONCLUSIONS

Given the evolution towards patient-centered care, it is important to take a proactive approach in providing residents the tools to best address their patients' needs. Early understanding of patient satisfaction surveys and the impacts they have on hospital metrics can help trainees in their careers as practicing physicians. Our novel workshop can be easily incorporated into any residency program.

## FUTURE DIRECTIONS

Although our results showed improvement in knowledge regarding patient experience and specific survey questions, further studies are needed to assess whether this workshop affected patient experience scores beyond the classroom. For future iterations, the authors plan to include more individualized feedback and assess whether scores actually improved.

### IN THEIR OWN WORDS: THINGS LEARNED BY RESIDENTS

- Committing to sit
- Explaining med changes before they happen
- Set expectations
- Brainstorm with the team how to best support patients who are dealing with challenging scenarios
- Practicing a blameless apology
- Do more teach back
- Talk about things outside of medicine
- Start the encounter with an open-ended question