THE BERYL INSTITUTE

PATIENT EXPERIENCE GRANT PROGRAM SERIES

RESEARCH REPORT

Medical School Focus on the Patient Experience

Barbara Lewis, MBA
Joan’s Family Bill of Rights
Background

- Joan’s story
- Discrepancies in communication & empathy
- Beryl Institute white paper interviews

What do medical schools teach students to enhance the patient experience?
Methodology

Email and Research

Association of American Medical Colleges (AAMC) – 141 Medical Schools

Directors of Clinical Skills Courses (DOCS)

DR-ED listserv ~2,000 members

Database of Schools
Patient Centered Care

**Patient Centered:**
- Barber – surgeon (bloodletting)
- Dr. Rene Laennac: stethoscope

**Physician Centered:**
- Physician as an examiner
- Charts, x-rays, labs

**Patient Centered:**
- Institute of Medicine: *Crossing the Quality Chasm: A New Health System for the 21st Century*
  - 6 aims of care – Patient centered
Background of Medical Education

University of Pennsylvania (1765)

American Medical Association (AMA) (mid-1800s)

President of Harvard Medical School: Charles Eliot
  • 2 → 3 years of schooling (1870s)

Johns Hopkins Medical School (1890s)
  • “Model for Medical Education”
Changes in Medical Education

- Use of videos
- “Flipping the classroom”
  - Learn lessons at home
  - Stanford Medical school
  - Quillen College of Medicine
- Standardized patients (simulated/sample patients).
Medical Education Courses

1. Communication
2. Empathy
3. Humanities
4. Doctoring
5. Patient/Family Centered
6. Intraprofessional.
Communication Skills

Accreditation Council on Graduate Medical Education
Communication = 1 of 6 tested competencies

HCAHPS Surveys
2 Communication Dimensions

Communication is a Foundation of Medical School Courses
Teaching Communication Skills

Drexel University College of Medicine

- DocCom Program
  - Web-based learning modules (over 400 videos)
  - Joint effort with AACH
  - Key principles, recommendations, behavior skills checklist

University of Washington Medical School

- College System
  - Assigns a College mentor (37 mentors)
  - Students score higher in communication skills on the National Boards
  - Affiliated programs in 5 states.
Empathy Courses Aim to Reverse Purported Erosion

- Students in Hospital Beds project
  - Admitted as patients to experience patient’s perspective
  - UCLA & University of New England College of Osteopathic Medicine
- Educators-4-CARE at Stanford School of Medicine
  - Faculty and Students in group reflections to foster compassion, advocacy, responsibility and empathy – from the beginning and throughout medical school.
More Empathy Courses

- Becoming a Doctor at Emory University School of Medicine
  - 2 years of science replaced with organ-base courses
  - Outpatient Experience (OPEX)
- Mind-Body Medicine Skills Course at Georgetown University School of Medicine
  - Blends science and humanism
  - U.S. & Germany
Humanities Courses Take Center Stage

- Healer’s Art at the University of California at San Francisco School of Medicine
- The Center for Educational Development and Research at the David Geffen School of Medicine at UCLA
- Narrative Medicine Seminar Series at Columbia
Doctoring Course at UCLA Spawned Many Followers

Dr. Michael Wilkes

Doctoring course’s critical qualities of success:

- Faculty support
- Student support
- Student selection
- Integration of the doctoring course in the entire curriculum
- Use of standardized patients
- Faculty incentives to participate in the program.
Patient/Family Centered Programs

- Family Centered Experience Program at the University of Michigan Medical School
  - Students meet with families
- Patient-Centered Medicine and the Art and Practice of Medicine at Commonwealth Medical College
  - 2 courses each one year in length
  - 3 week work in community
- Masters Colloquium at the Paul L. Foster School of Medicine
  - 2 year course to “improve the patient experience.”
Interprofessional Courses

Jefferson Medical School/Thomas Jefferson University
Health Mentor Program (HMP)

- Healthy People 2020, the Institute of Medicine, the World Health Organization and the Joint Principles of the Patient-Centered Medical Home & Interprofessional Education Collaborative (IPEC) report from 2011
- Collaborate practice and professionalism
- Largest IPE curriculum in the country
- “Extremely positive feedback.”
Recommendations

Standard Curriculum

Informal Curriculum

Hidden Curriculum

- Ensure physicians and residents are excellent role models
- Select residents & physicians from schools that focus on PX
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<th>Program</th>
<th>Type</th>
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Joan’s Family Bill of Rights

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