

# Teaching Residents to “Teach-Back”: Does a Structured Curriculum including Simulation Improve Pediatric Resident Communication Skills?

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## BACKGROUND

- Health literacy awareness and improved communication have been shown to affect<sup>1,2,3</sup>:
  - Patient outcomes
  - Patient satisfaction
  - Hospital re-admission rates
  - Rates of medical errors
- The ACGME requires programs to teach and assess communication skills in our residents<sup>4</sup>.

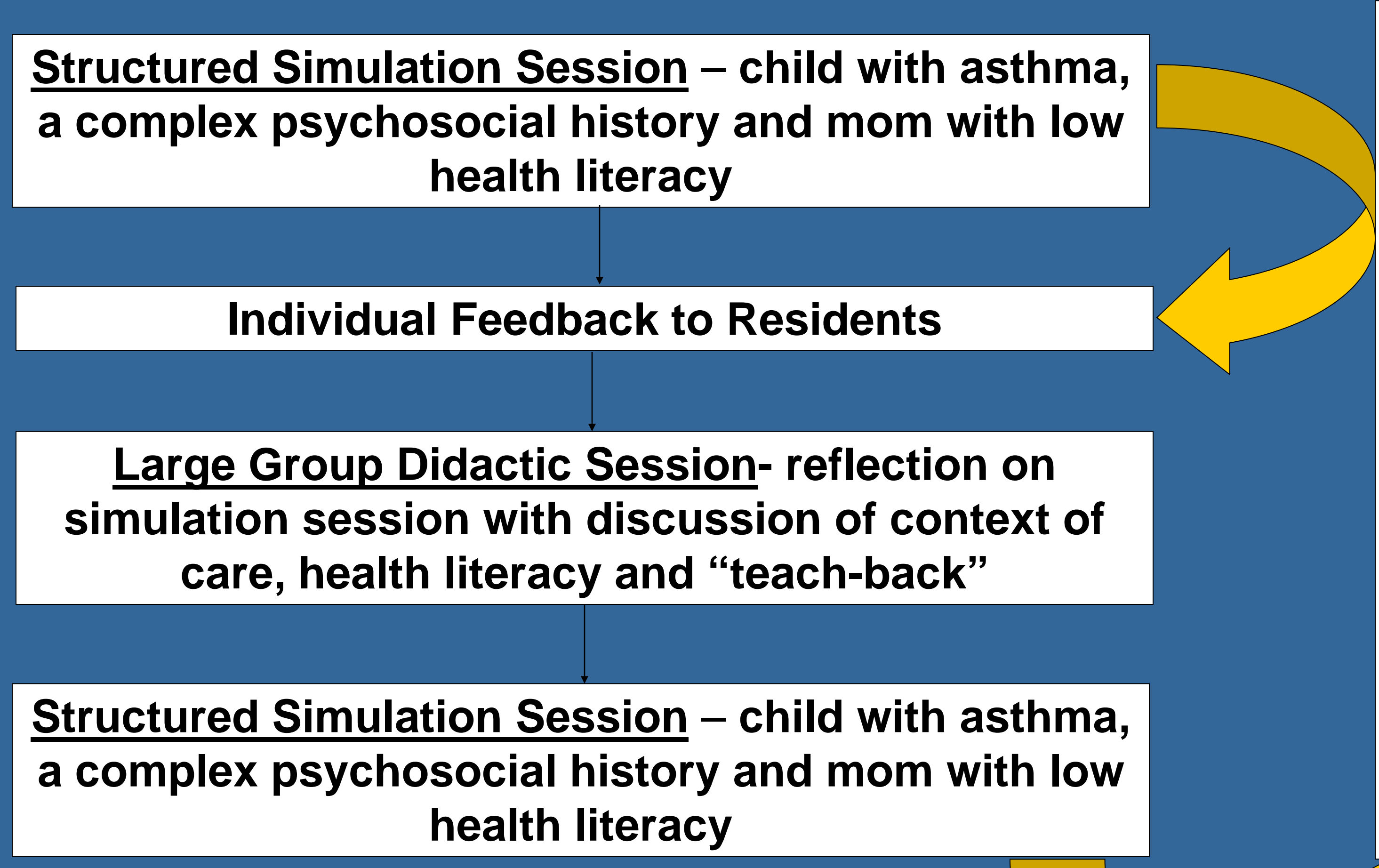
## PROJECT QUESTION

- Does a multi-modal educational intervention including simulation for pediatric residents improve:
  - Communication skills
  - Use of “teach-back”
  - Awareness of context of care

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## EDUCATIONAL INTERVENTION



## ASSESSMENT METHODS

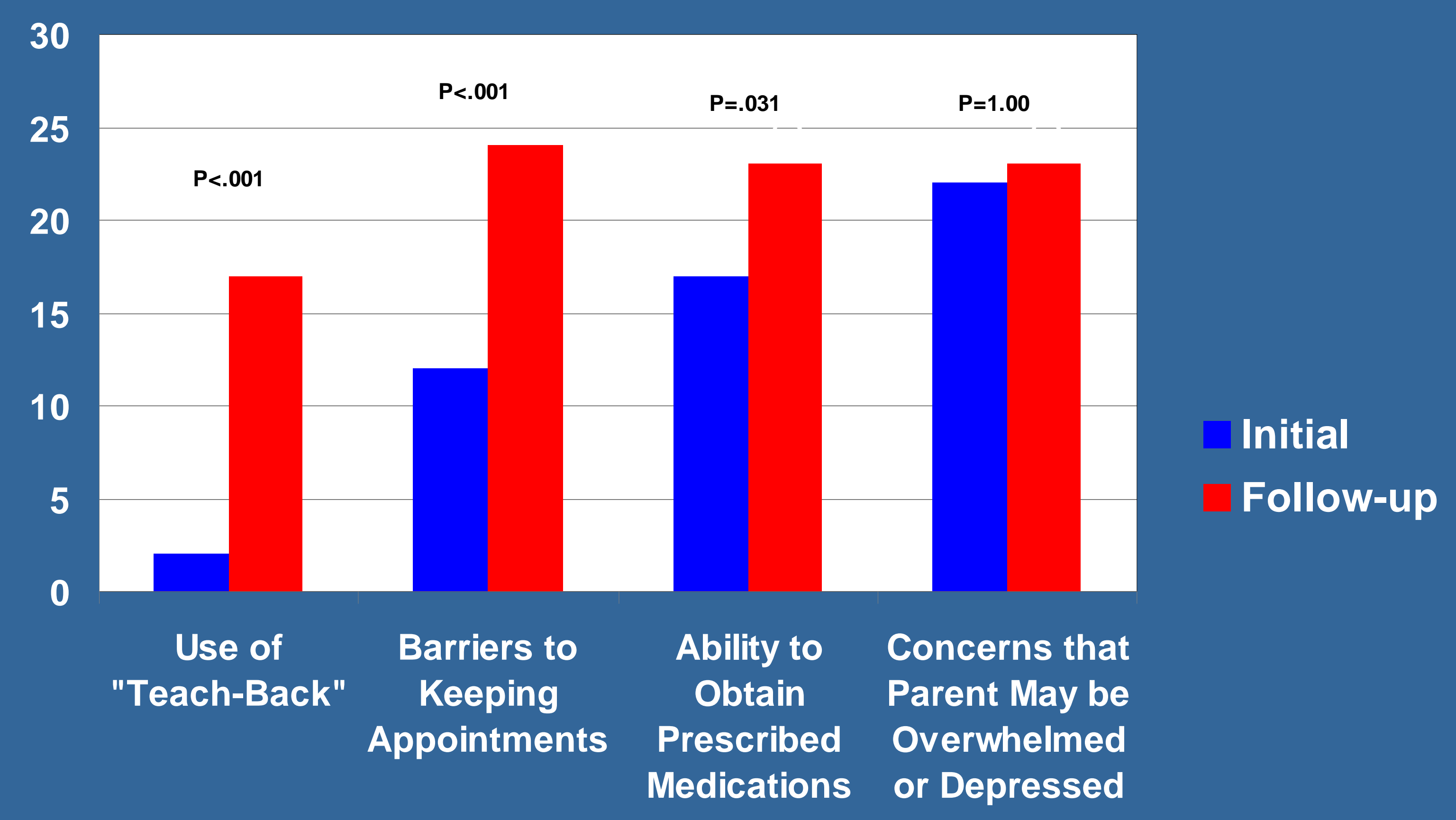
- Videos of simulation sessions scored using evaluator checklist modified from validated tools<sup>5</sup>
  - Scored by 2 MDs (RS, MB) and a Social Work Manager (SK)
- Transcripts of simulation session scored using:
  - FOG<sup>6</sup>: Measures the readability of English writing and estimates the years of education needed to understand a text.
  - SMOG<sup>7</sup>: Measures the reading grade that a person must have reached if he/she is to understand fully the text that is being read.
  - Language Ease<sup>8</sup>: Measures the difficulty or ease of a piece of reading material. Higher scores indicate reading/language ease

## NEXT STEPS

- Assessment of asthma follow-up visit in continuity clinic using modified evaluator checklist and same cohort of residents
  - Longitudinal comparison for the cohort
  - Comparison to PL-3 residents who did not receive intervention
- Assess the efficacy of a lower cost intervention
  - Repeat the study with a new cohort of residents using continuity clinic observation instead of simulation

## RESULTS:

### CONTEXT OF CARE AND “TEACH-BACK”



## RESULTS: LANGUAGE ANALYSIS

		Initial Simulation Session	Follow-up Simulation Session	P-value
Grade Level	FOG	8.35	7.82	0.067
	SMOG	8.24	7.52	<0.001
Syntax	Language Ease	82.0	84.1	0.024

## REFERENCES

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