



**Outpatient to
Inpatient
Provider
Communication
Training for
Internal
Medicine MS3
Clerkship**

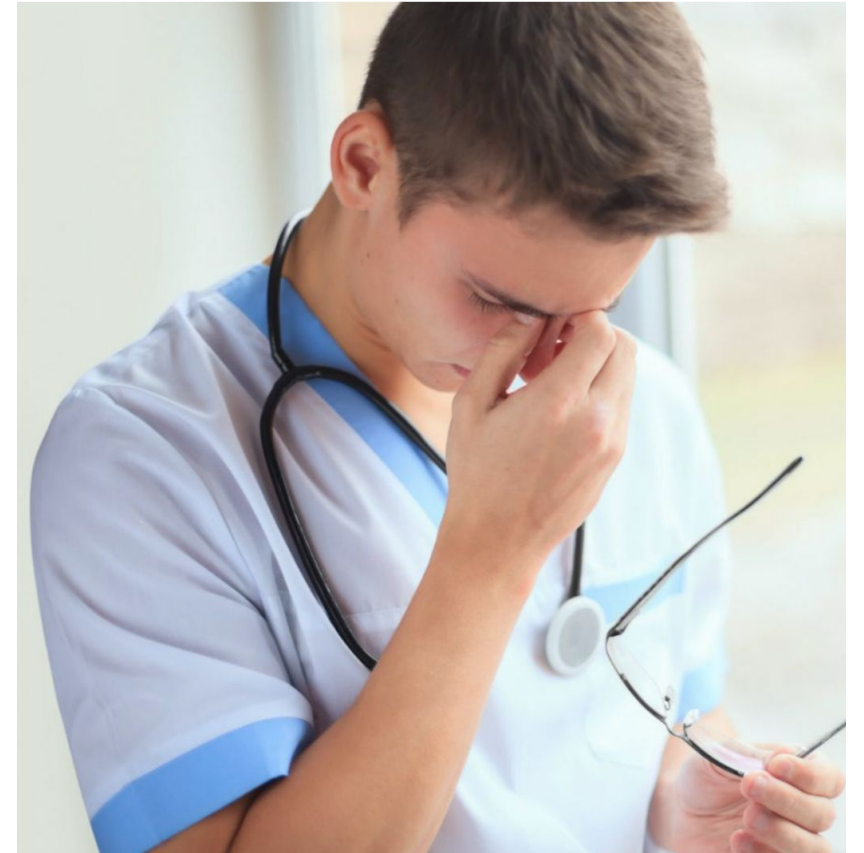
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Welcome to your Third Year Clerkship!

A 70-year-old male patient presents to the ED with a fever and altered mental status. The admitting team obtains a limited history from the patient. The resident on the team requests that the medical student contact the patient's primary care physician to obtain further information about the patient's medications, prior medical history and "any other pertinent information".

- How can we help prepare students for this important role as information-gatherer for the inpatient hospital team?



Four Year Curriculum John A. Burns School of Medicine, University of Hawaii

June

December

January

May

Year 3

Longitudinal Clerkships (Family Medicine, Internal Medicine, Obstetrics and Gynecology, Pediatrics, Psychiatry, Surgery)

Colloquia: Topics in Health and Illness

Learning Communities

Context:

- JABSOM Longitudinal Clerkship (5 ½ months x2)
- Observations:
 - Gaps in MS3 student skills
 - Gaps in Hospitalist knowledge of patients

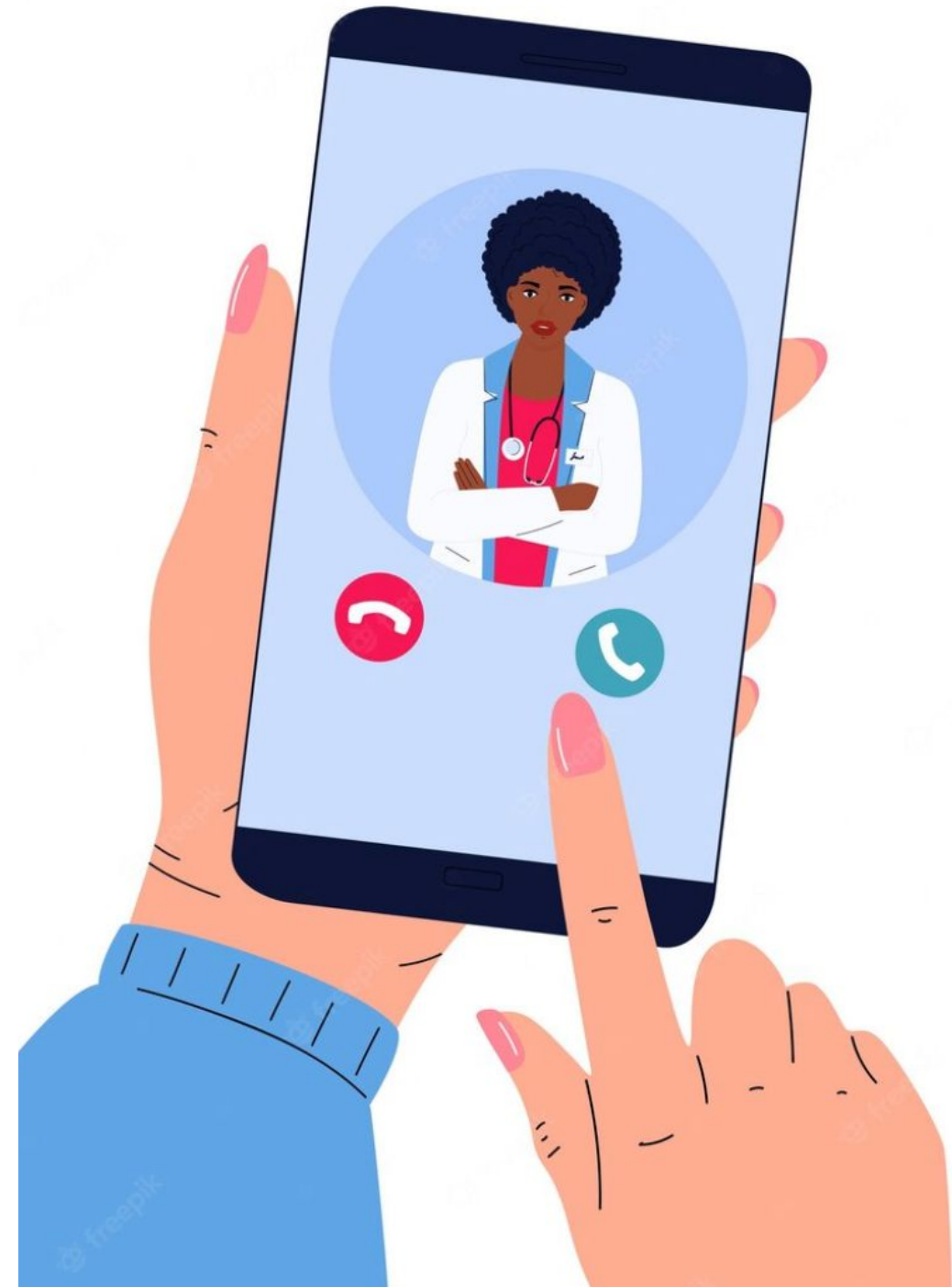
Communication Training – Concept Development

- Improve training in effective physician-physician communication skills
 - Standardized tool
 - Clerkship expectation
 - Repetition
- Use students as information gatherers
- Empower students to help improve transitions of care and inpatient hospital care



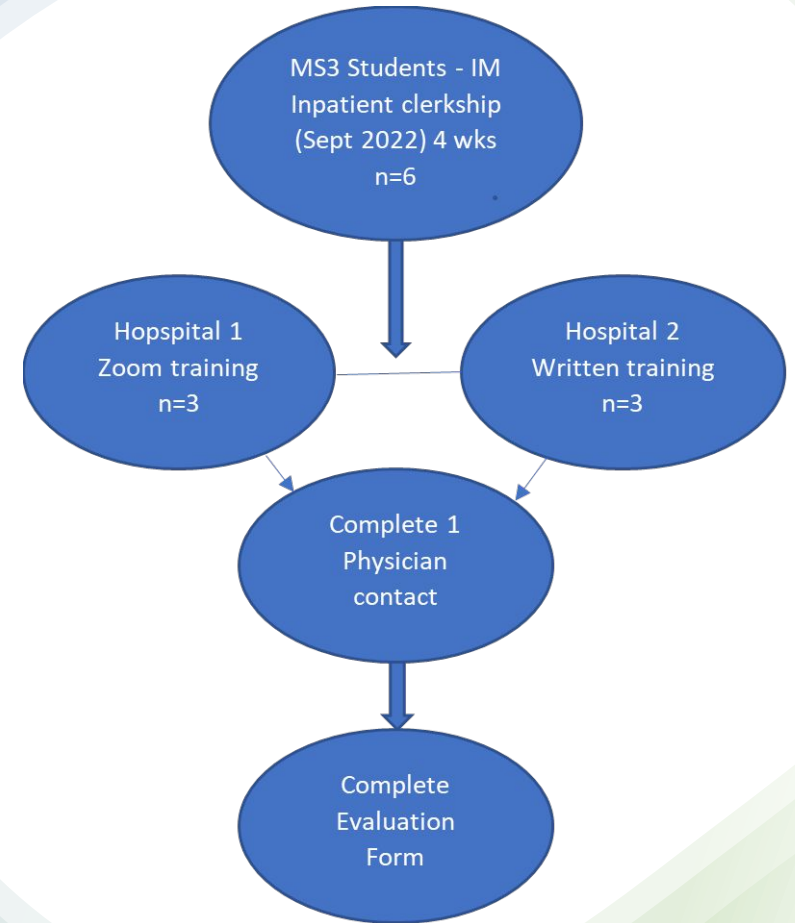
Hypothesized Benefits for Students

- Improve student's confidence in contacting out-patient physicians
- Improve medical communication skills
- Contribute to improving patient care
- Improve understanding of outpatient-inpatient interface
- Standardize expectations across clerkship sites



Implementation (Pilot)

- Convenience sample of MS3 students on IM Inpatient rotation at 2 hospitals (n=6)
 - Zoom training (n=3) OR
 - Written resources, pre-filled example template (n=3)
- Asked to complete 1 Physician Contact exercise during clerkship
- Asked to complete an evaluation (Google Form)



Physician Contact Worksheet

- Pre-contact preparation
- Practice presenting patient one-liner
- What information do you need?
- How to contact the physician?
- What other information might be gathered?

Physician Contact Worksheet

Patient One-Liner _____

Specific information to obtain _____

Physician Name, Office _____

Phone _____ Email _____

Who did you speak with? _____

Unsuccessful contact attempts: _____

Information obtained

Recent visits _____

Medications _____

PMH _____

Socio-demographic _____

Other _____

Pilot Study Evaluation



JABSOM Internal Medicine - Physician Contact Exercise - Evaluation

This evaluation is for quality improvement and research purposes only. While your participation is voluntary, we would greatly appreciate your input as we try to learn from and improve this educational experience. No identification data is being collected. This will not affect your block grades. Thank you in advance for your time!

	YES	NO
Did you complete a physician contact exercise during your inpatient block?	5	1
Did you receive adequate training on the physician contact format?	3	3
Do you feel that the exercise added value to your learning experience during your inpatient Internal Medicine rotation?	4	2
Do you feel that this exercise increased your level of confidence in your ability to effectively contact a consulting physician or PCP?	4	2
Do you feel that you obtained information from the physician contact that added value to your patient's care?	3	3

Student Feedback

- I liked that there was structure to this form so I knew what areas I needed to focus on for what I should be asking the physician.
- PCPs were busy. It was hard to call and get a hold of them. It didn't really add much to my A/P.





Challenges & Limitations

- Small sample size
- Effective Training
 - Students felt better prepared with Zoom training
- Difficulty contacting PCPs
- Competing demands on students
- Assessment of benefits

Discussion & Next Steps

- Standardize training (pre-recorded video)
- Expand scope
 - Full MS3 cohort
 - Multiple contacts
- Capture feedback from Attendings and PCPs
- Expand to other clerkships – Peds, Psych



Acknowledgements

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References

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