



Providing Written Feedback During an OSCE

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Introduction

A traditional OSCE is a summative exercise which provides feedback in the form of numerical scores comparing individual performance. During an OSCE, SPs observe behaviors by students which could be valuable sources of feedback that are not part of the checklist. This poster describes a method to train SPs to provide written feedback on these behaviors and a pilot method for evaluating the written feedback.

Methods

Intervention

- Feedback training as part of general training:
 - using “I” statements
 - describing specific behaviors
 - describing changeable behaviors
 - making positive and constructive observations
 - SPs write feedback in interstations of 4th year OSCE
 - SPs are provided “best examples” from previous week
- ### Evaluation
- Random sample of 201 items (4.9%) over last 4 years
 - Scoring tool based on objectives

All comments are edited to remove content which could breach the integrity of the exam, and provided to the students within one week of their performance.

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Results

“best examples”

This student made me feel at ease despite my pain, due to extreme sensitivity to my comfort level and genuine concern shown for my pain by:
Touching me while expressing concern during the interview
Calm, professional tone of voice throughout with a genuine tone of concern
Apology for needing me on my back
Moving chair close to me
Maintaining eye contact

I felt very reassured about calling (It’s okay, it’s all new. Don’t apologize.). You were empathetic and educated in your instructions. Although you stated the situation was not an emergency you confirmed that I understood what changes would constitute immediate action.

He was extremely nice and made me feel comfortable. By him being able to relate to my music, I felt like I could talk to him more, which I liked. He harped some on depression which weirded me out a lot. When he was trying to get me to consider birth control, he was extremely understanding and was willing to help me look for ways so it wouldn’t show up on my insurance, and so my mom wouldn’t find out, which made me trust him more.

Student maintained good eye contact and let me talk without interruption. This made me feel like she was really listening to me. Also, she echoed some of my responses (e.g. “my other doctors were just using me...” I don’t think they were using you. There’s no perfect test for pain), this made me feel like she was identifying with my frustration. Overall, very nice job.

You demonstrated professionalism when explaining the procedures that would take place. However, you made me feel as though you really didn’t care about me as a patient because you were very abrupt. I felt as though you were in a rush from the moment you walked in the door and introduced yourself. You made me feel that I was responsible for knowing that I should have been taking aspirin. I haven’t been to the doctor’s before today.

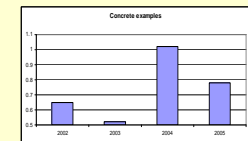
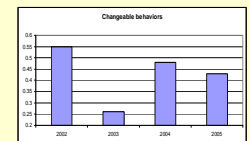
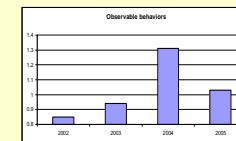
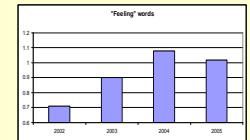
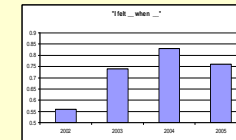
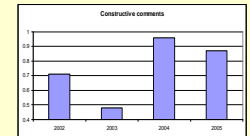
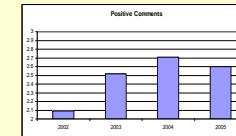
You have a wonderful way of connecting with me as your patient. You kept good eye contact and spoke with a soft reassuring voice that made me feel comfortable. I would have felt more comfortable on the exam table had you pulled out the foot tray. It was hard to sit up at an angle with my feet dangling.

Student was excellent. Her facial expressions are naturally empathetic which made me feel cared for. She actively listened, maintained good eye contact, and joked back and forth with me. This made me feel she really wanted to get to know me as a person, not merely a patient.

A most engaging smile and excellent eye contact. Your demonstration of the colonoscopy track by tracing it with your finger on your own body was very helpful. Your congratulating me on my coming in right away- even without an appointment- was very reassuring. Your comments on my wife’s health, my concern, and your expressed gratitude for her getting me to the doctor were sincere and made me feel particularly good about being in caring hands. Your overall manner of soft spoken assurance, confidence, and empathy was outstanding. And, I greatly appreciated your saying I could laugh when things kept falling out of your pockets, but even then I never doubted your attention to me and my problems. I was important to you, far more important than the stuff in your pockets.

I felt validated when you said you understand my concerns and nervousness. I felt reassured when you answered my questions in an easy to understand manner. I felt less anxious when you addressed the most unpleasant aspect of the procedure directly. I felt confident that a colonoscopy was the best choice because you seemed knowledgeable and sympathetic

Mean number of types of comments by year



Conclusions

- SPs can produce high quality written feedback during an OSCE
- SPs attempt to quantify the quality of feedback shows promise:
 - trends are encouraging
 - identifies areas to reinforce during feedback training