Benefit of Report Card Feedback After Point-of-Care Assessment of Communication Quality Indicators

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The following abstracts were presented at the 42nd annual Aurora Scientific Day research symposium, held May 25, 2016, in Milwaukee, Wisconsin. Aurora Scientific Day provides a forum for original research conducted by faculty, fellows, residents, students and other allied health professionals affiliated with Aurora Health Care, a not-for-profit health system comprised of integrated hospitals and clinics across eastern Wisconsin and northeastern Illinois.

RIESELBACH DISTINGUISHED SESSION I
Benefit of Report Card Feedback After Point-of-Care Assessment of Communication Quality Indicators


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Purpose: To demonstrate secure audio recording in an outpatient visit and to use communication quality indicators with a heterogenous set of patient-clinician conversations.

Methods: Thirty primary care physicians were audio-recorded with one or more patients via a secure Internet application running on exam-room computers. Transcripts were abstracted quantitatively using explicit-criteria definitions for two groups of communication quality indicators: assessments of understanding (AU) and jargon explanations (JE). There are four separate behaviors within the AU group: open-ended, close-ended, the highly effective “request for teachback,” and the least effective “OK?” question. Quality indicator data were returned using a previously described report card. After feedback, one or more follow-up recordings were done for comparison.

Results: Baseline transcripts included a mean of 15.5 unique jargon words, but words were often used more than once so the mean total jargon count was 25.1. JEs were rare at baseline, with a median of 1 per transcript. The JE ratio (fraction of jargon words that follow a JE for that word) averaged 0.26 out of a best-possible 1.0. AUs were found in 61.1% of transcripts, but most were “OK?” (median 2.13/transcript) or close-ended questions (median 0.52/transcript). After the report card, the median number of JEs improved to 4 per transcript (P<0.01 by Wilcoxon), and the JE ratio improved to 0.36 (P<0.01 by matched t-test). AUs improved to 81.3% of transcripts (P<0.04 by chi-squared). Most of the increase was found in close-ended AUs (median 0.97/transcript by, P<0.04 by Wilcoxon).

Conclusion: This project demonstrated that it is feasible to record at the point of care, abstract transcripts at a central office and improve communication quality via a report card. The small sample size was acceptable for a demonstration project, but a larger, multifaceted program could improve patient experience and biomedical outcomes across Aurora.

RIESELBACH DISTINGUISHED SESSION II
Predictors of Mortality in Patients With Transient Severe Left Ventricular Systolic Dysfunction

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Purpose: To evaluate the predictors of mortality in patients with severe LV systolic dysfunction who have improvement in LVEF during follow-up.

Methods: Patients who had transient LV systolic dysfunction from 2010 to 2014 within the Aurora Health Care system and who had LVEF improve to ≥ 40%, irrespective of implantable cardioverter-defibrillator (ICD) implant, were studied. Predictors of mortality were identified using Cox proportional hazards model. Patients were then divided into groups based on LVEF > 50% or < 50% to assess for benefit of ICD using Kaplan-Meier estimates.

Results: A total of 1,364 patients met inclusion criteria; 58.4% were male, and mean BMI was 29 ± 7. Mean age post-LVEF improvement was 66 ± 14 years, and with each added year the hazard rate increased by 5% (hazard ratio [HR]: 1.05, P=0.0001). Several clinical characteristics emerged as predictors of mortality, including smoking (HR: 1.8, P=0.0002), chronic renal disease (HR: 2.3, P<0.0001), atrial fibrillation (HR: 1.4, P=0.013) and no-ICD (HR: 2.1, P=0.012). With each percentage increase in LVEF, hazard rate decreased by 2% (HR: 0.97, P=0.007). However, presence of ICD did not significantly improve mortality in the group with LVEF > 50%