primary studies - published RCT

Improving the quality of physician communication with rapid-throughput analysis and report cards.

Code: PM25224315 **Year:** 2014 **Date:** 2014 **Author:** Farrell MH

Study design (if review, criteria of inclusion for studies)

randomized controlled trial

Participants

Child health providers volunteered for a randomized controlled trial of assessment and a report card.

Interventions

Communication Quality Assurance intervention. Participants provided telephone counseling to a standardized parent regarding a newborn screening result showing heterozygous status for cystic fibrosis or sickle cell disease. Our rapid-throughput timeline allows individualized feedback within a week. Two encounters were recorded (baseline and after a random sample received the report card) and abstracted for four groups of communication quality indicators.

Outcome measures

communication behaviors, including request for teach-back, opening behaviors, anticipate/validate emotion and the ratio of explained to unexplained jargon words

Main results

92 participants finished both counseling encounters within our rapid-throughput time limits. Participants randomized to receive the report card improved communication behaviors more than controls, including request for teach-back (. p

Authors' conclusions

The rapid-throughput report card is effective at improving specific communication behaviors. Practice implications: Communication can be taught, but this project shows how healthcare organizations can assure communication quality everywhere. Further implementation could improve newborn screening, genetics, and healthcare in general.

http://dx.doi.org/10.1016/j.pec.2014.07.02

See also

Patient Educ Couns. 2014 Nov;97(2):248-55.

Keywords

Adult; Child; Counseling; family; Family Therapy; non pharmacological intervention - psyco-soc-edu-org; Psychoeducation; training; Cognitive analytic therapy; information; Systemic interventions;