

Background

- Empathy is a key component to positive physician-patient relationships.
- Empathic encounters improve patient satisfaction and lead to better clinical outcomes.
- Empathy is difficult to teach with no standardized process between medical schools.
- CARE Measure: validated tool to measure patient perceptions of provider empathy.

Direct patient feedback on student empathy, bedside manner, and communication skills can be a valuable educational tool.

Objective

Assess student perspectives on receiving feedback on empathy from the patients they are caring for during their Internal Medicine clerkships.

Methods

96 participating 3rd & 4th year medical students on IM clerkships between April-August 2021

Surveys administered to patients cared for by medical students

Mid-rotation feedback distributed

Continued survey distribution to patients

End of rotation feedback distributed - 76 students with summative feedback

Post-feedback survey distribution to students

31 post-feedback survey responses
40.79% response rate

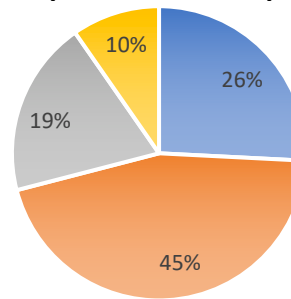
Results

100% of students felt that further real patient feedback would be beneficial to their education

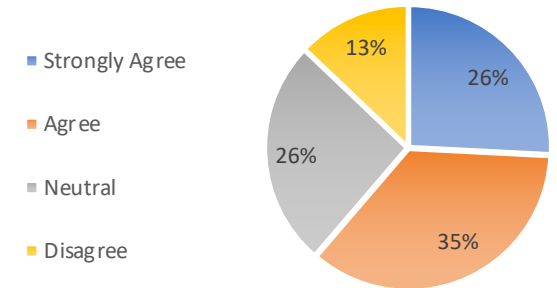
Additional figures can be viewed by scanning this QR code



The feedback provided from real patients was helpful.



This feedback will change how I approach future interactions with patients.



Conclusions and Next Steps

- Preliminary data shows that a majority of respondents found this feedback beneficial, impactful, and directly actionable.
- Direct patient feedback is a valuable tool that should be incorporated more fully into medical education.
- Continued data collection with goal of increasing number of feedback points for each individual student.
- Analysis of free text comments from students regarding this feedback.