Patient Feedback on Student Empathy is a Valuable Medical Education Tool
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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

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

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.