Educational Impact of Including a Patient Presenter in Continuing Medical Education (CME) Programs

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1 Introduction

For healthcare providers, traditional CME serves to maintain, develop, and/or increase Knowledge, Skills, and Clinical Behaviors. To more efficiently address the delivery of patient-centered care and shared decision making (SDM), novel approaches have included a patient in the CME planning process, though the benefit of such approach remains to be elucidated.

2 Study Design

A patient was included as part of the planning committee for various CME programs. The content addressed included perceptions of care, quality of life, stigma, and effective communication strategies. Content was presented live or pre-recorded video. Four diverse, in-person CME conferences for various medical specialties were provided.

Assessment of Impact

- A series of dichotomous (Y/N) assessment questions were asked to attendees.
  - Immediately following the education to assess attitudes regarding the inclusion of the patient voice in the CME process.
  - 30-45 days post-learning, to assess the impact of inclusion of the patient voice on practice.
- Results of the assessment were analyzed by program and aggregated across specialties.

3 Overall Demographics of Participants

N=444

- 73% were physicians
- 27% were nurse practitioners, physician assistants, or other healthcare professionals

4 Impact of the Inclusion of the Patient Voice on Perceptions and Practice

Perception of Patient Perspective

Practice Patterns

94% of providers believed the education improved their confidence in communicating with patients. 93% - 96% believed the education improved their use of SDM since attending the CME.

Potential Patient Impact

>4,200 Number of patients seen per month who are more likely to receive enhanced communication as a result of the education provided.

5 Conclusions & Opportunities

- Provides unique perspectives regarding patient concerns and goals
- Has positive impact on learner communication, empathy, and confidence
- Encourages improvements in the use of SDM

Opportunities

- Provides a framework for a more well-rounded, grounded approach to patient care
- Can be expanded to other specialties for the enhancement of patient-centered care

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