

The Patient as Evaluator in Multisource Feedback

Best Practices Track

Session Date/Time: 3/31/2019, 9:20:00 AM - 9:50 AM

Tips

- Quantitative data is likely to skew towards the positive end of the scale
- Consider the logistics involved in systematically implementing patient-completed evaluations. Technology may help.
- Make sure patients know who they're evaluating
- Aim for formative assessments that will be useful to residents
- Consider qualitative data and standardized patients

Resources

BOOST

London KS, et al. A Delphi Method Analysis to Create an Emergency Medicine Educational Patient Satisfaction Survey. *Western Journal of Emergency Medicine*. 2015;16(7):1106-1108.

Communication Assessment Tool

Makoul G, et al. Measuring patient views of physician communication skills: Development and testing of the Communication Assessment Tool. *Patient Education and Counseling*. 2007;67:333–42.

Reviews

Brouwers M, et al. Assessing patient-centred communication in teaching: a systematic review of instruments. *Med Educ*. 2017;51:1103–17.

Other

LaMantia J, et al. Developing and Implementing a Multisource Feedback Tool to Assess Competencies of Emergency Medicine Residents in the United States. Blanchard RD, editor. *AEM Education and Training*. 6 ed. 2017;1:243–9.

Garra G, et al. Feasibility and Reliability of a Multisource Feedback Tool for Emergency Medicine Residents. *Journal of Graduate Medical Education*. 2011;3:356–60.

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