Standardized Patient Perceptions of Student Pharmacist Communication Skills

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BACKGROUND

- Standardized patients (SPs) are people coached to portray actual patients
- Global communication (GC) rubric is used to assess student communication skills during patient encounters
- SPs do not play any role in assessing student performance
- Evidence on SPs utilizing assessment tools is limited

OBJECTIVES

- The study aimed to look at SP perception of student communication skills by using the global communication rubric (GC) and how they compare to performance score.

METHODS

Study design:
- Observational study via survey.

Study sample:
- SPs included fourth year pharmacy students, unpaid community volunteers, and volunteer SOP faculty.

Study variables:
- Our variable of interest are type of SPs, past experiences of SPs, recommendation of students as pharmacists, and feedback from SPs.
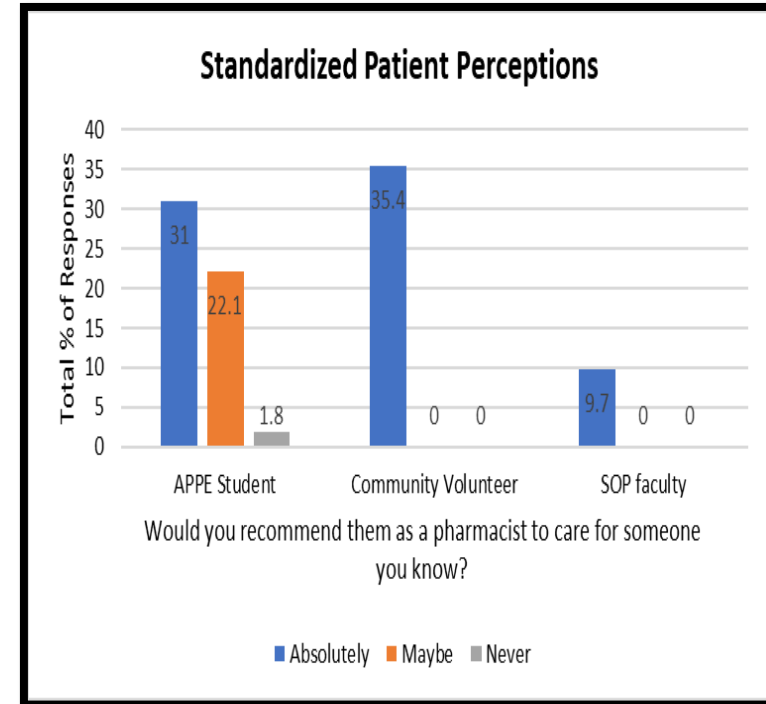
RESULTS

- 113 survey responses were received from two PBAs in the fall semester
- 54.8% of responses were from APPE students, 9.7% of responses from SOP faculty, & 35.4% from community volunteers
- SPs provided positive feedback related to their encounter

Table 1: SP Responses from GC Rubric

Global Communication Rubric		Overall N = 113 N (%)	APPE student N= 62	SOP faculty N=11	Community volunteer N=40	Total grade average (SP average)
Verbal expression – mechanics	Excellent (3)	88 (77.9%)	42 (67.7%)	11 (100%)	35 (87.5%)	2 (2.78)
	Satisfactory (2)	25 (22.1%)	20 (32.3%)	-	5 (12.5%)	
	Unsatisfactory (1)	0 (0%)	-	-	-	
Verbal expression – content	Excellent (3)	77 (68.1%)	35 (56.5%)	11 (100%)	31(77.5%)	2 (2.67)
	Satisfactory (2)	35 (31%)	26 (41.9%)	-	9 (22.5%)	
	Unsatisfactory (1)	1(0.9%)	1 (1.6%)	-	-	
Non-verbal expression	Excellent (1)	79 (69.9%)	36 (58.1%)	11 (100%)	32 (80%)	2 (2.67)
	Satisfactory (2)	31(27.4%)	23 (37.1%)	-	8 (20%)	
	Unsatisfactory (1)	3 (2.65%)	3 (4.8%)	-	-	
Interaction with patient/ health care professional	Excellent (1)	92 (81.4%)	49 (79%)	11 (100%)	32 (80%)	2 (2.81)
	Satisfactory (2)	21 (18.6%)	13 (21%)	-	8 (20%)	
	Unsatisfactory (1)	0 (0%)	-	-	-	
Organization & logic	Excellent (1)	81 (71.7%)	38 (61.3%)	11 (100%)	32 (80%)	2 (2.69)
	Satisfactory (2)	30 (26.5%)	22 (35.5%)	-	8 (20%)	
	Unsatisfactory (1)	2 (1.8%)	2 (3.2%)	-	-	

RESULTS

Standardized Patient Perceptions

Would you recommend them as a pharmacist to care for someone you know?

CONCLUSION

- Student assessment by SPs could be beneficial and invaluable in the development and mastery of the communication skills required to be good health care providers.