

Full source reference:

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<https://bmcmmededuc.biomedcentral.com/articles/10.1186/s12909-021-02976-2>

Article Overview:

This study evaluated a program including real-time observation and video-based coaching to teach clinicians communication skills. The video-based coaching intervention targeted five patient-centred communication behaviours. It used trained coaches to provide brief (less than 15 minutes), timely (same day) and theory-informed coaching. The coaching intervention uses live feeds to directly observe clinician communication behaviour during a patient encounter.

Key take home messages:

1. Surveys showed high feasibility and acceptability ratings from clinicians. Clinicians found that 1) coaches were credible and supportive, 2) feedback was useful, 3) video-clips allowed for self-reflection, 4) getting feedback on the same day was useful, and 5) use of real patients preferred over standardized patients.
2. Video-based coaching can help clinicians learn new communication skills in a way that is clinician-centred, brief and timely.
3. Attitudes towards learning and being coached might influence success of the intervention. For example, many clinicians participated because of personal commitment in improving their communication skills.
4. Clinicians responded positively to video feedback.
5. Use of trained coaches shown to be effective → Future implementation and dissemination projects might also consider training peer coaches or patient advocates (e.g., social workers, case managers) to become communication coaches. Future training may be condensed to an intensive course for coaches or may use a "train the trainer" approach.