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Quality assurance of feedback given by actor patients – Video support of self assessment and trainer feedback

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Project background

Medical students of the University of Bern receive communication training in their fourth and sixth year of education. In the training, they are confronted with difficult situations such as breaking bad news or dealing with an angry patient. Students get feedback on their performance from actor patients only. This is not an easy task. Therefore, actor patients as well as their trainers want to know how well they do and how they can improve.

Project description

A video management system based on AAI and SWITCHcast allows to upload automatically the videos registered of the encounter and to make them accessible in our Learning Management System ILIAS to the involved student only. The actor patients get also access to their videos by becoming members of a Virtual Home Organization and being attributed the role of tutor.

Actor patients are supposed to watch their videos and to chose a video already in the early phase of training period for discussion with the trainers. They are invited to choose the topics that they want to be addressed. We plan to evaluate the experience of the actor patients via a questionnaire asking if they consider it to be of value and if they have propositions for improvement.

Expected outcome

We expect to improve the quality of feedback given to medical students by actor patients. The development of a process of constant quality control based on our video management system is our main goal. The mutual exchange between trainers and patient actors should lead to such a program.

Discussion

If communication training is based on feedback given by actor patients, the quality of this feedback is of great importance. Our video management system allows us to give Internet based access to the videos to students, patient actors and trainers in an easy and save way. It is a very good technology on which we can develop a quality assurance program for the feedback given by our patient actors.