

# Measuring Patient Experiences of Clinicians' Communication Skills Before and After Communication Skills Training, Using the Communication Assessment Tool (CAT)

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## AIM

- To assess if communication skills training improves patient satisfaction and experiences on health professionals communication skills.

## CONCLUSION

- This study shows that the CAT can be used to evaluate the efficacy of communication skills training.
- Preliminary data show an increase in all items except for item 2 'Treated me with respect'.
- Final results will be presented in pre- and post assessment groups when data collection is completed at 520 CATs.

## METHODS

- The CAT was translated and validated into a Danish setting.
- An interventional study was conducted, with a 3 day training course for clinicians based on the Calgary Cambridge Guide.
- Data collection took place in an outpatients clinic where patient, age 18 or older, were asked to complete the CAT on iPad immediately after consultation, before and after clinicians participation in a communication skills training.



## PRELIMINARY RESULTS

- A total of 355 patients completed the CAT. These patients had visited 10 health professionals (two dietitians, five nurses and three physicians), who had all participated in the training.

	Participants	
	Preassessment	Postassessment
Total	192	163
Age		
Under 45	72(37.5%)	45(27.6%)
45-65	73(38.0%)	57(35.0%)
Over 65	40(20.8%)	59(36.2%)
Gender:		
Female	106(55.2%)	105(64.4%)
Male	76(39.6%)	57(35.0%)
Level of education:		
Compulsory	24(12.5%)	24(14.7%)
High school	66(42.7%)	66(40.5%)
University	54(35.9%)	54(33.1%)
Chronic condition lasting >1 year		
Yes	117(60.9%)	97(59.5%)
No	51(26.6%)	43(26.4%)

Item	Overall Score (% Excellent)	
	Preassessment	Postassessment
1 Greeted me in a way that made me feel comfortable	59.4%	63.8%
2 Treated me with respect	68.2%	67.5%
3 Showed interest in my ideas about my health	59.3%	66.5%
4 Understood my main health concerns	56.2%	65.4%
5 Paid attention to me (looked at me, listened)	62.1%	69.1%
6 Let me talk without interruptions	60.5%	67.1%
7 Gave me as much information as I wanted	62.6%	67.7%
8 Talked in terms I could understand	65.3%	70.3%
9 Checked to be sure I understood everything	61.0%	65.8%
10 Encouraged me to ask questions	41.3%	50.0%
11 Involved me in decisions as much as I wanted	50.9%	61.8%
12 Discussed next steps, including any follow up plans	63.5%	65.8%
13 Showed care and concern	61.8%	65.6%
14 Spent the right amount of time with me	62.4%	71.3%
Summarized score	59.7%	65.5%

