



Implementation of a Pilot Video reflection program to improve oral Communication Skills

Authors: Connie Chen, BS, Jaekyu Shin, PharmD, James Lightwood PhD, Crystal Zhou, PharmD

Presentation by Connie Chen
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Purpose: to implement a pilot video reflection program and to assess the program by comparing communication scores in OSCEs and students' self-confidence level in communication between those assigned to video reflections and to written reflections.



UCSF

University of California
San Francisco

3 year, year- round, competency- based PharmD program

- entering class of 96 students
- organ system based integrated didactic curriculum (P1-P2); APPEs (P3)
- pass/fail grading system

Applied Patient Care Skills Course

- 7 course sequence through p2 year

Background

- Written self reflection wide used → self improvement
- Limitations/barriers: written biases, not disclosing everything on paper, and improving communication in written form more than oral form.
- Since oral communication skills are distinct from written communication skills
- Video recording self-reflection may serve as an alternative because students might have a decreased fear of being video recorded, increased self-confidence under supervision, and increased performance and oral communication scores in oral examinations.



Methods



Tuesday Skills N= 48



Thursday skills N= 48

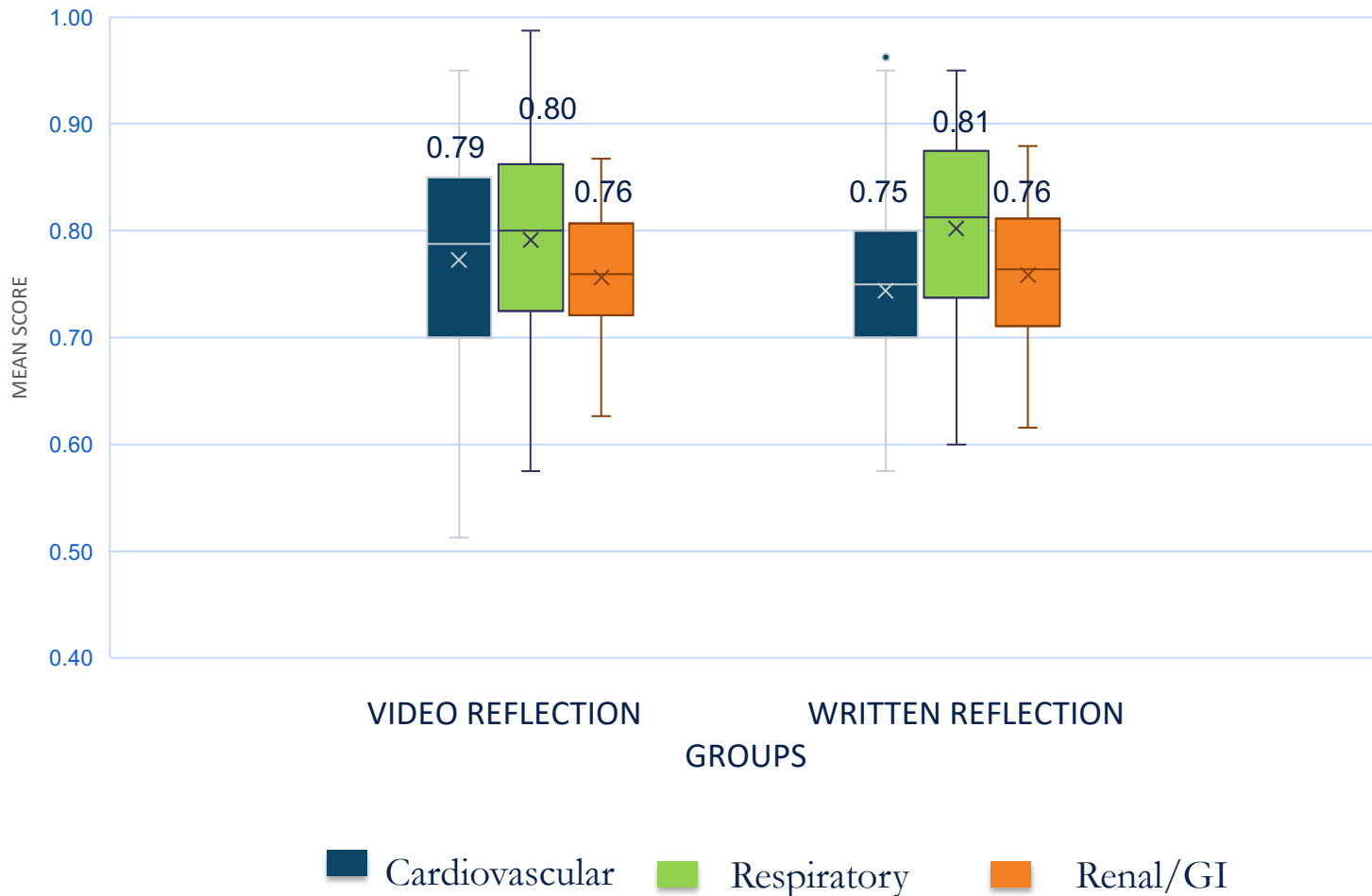
- For weekly reflection assignments, the video reflection group recorded their self-reflection using electronic devices while the written reflection group typed their self-reflection.
- We combined oral communication scores in different stations on each OSCE.
- Then we compared the combined OSCE scores on self-confidence level in oral communications skills between the two groups by using the Wilcoxon rank-sum test.

OSCE Schedules 2018-2019

Themes	# Stations
Cardiovascular Fall 2018	2
Respiratory Winter 2019	2
Renal/GI Spring 2019	6

Results of Communication Scores

Communication Scores On OSCEs



Results

Self Confidence Survey Response Rates			
	Cardiovascular	Respiratory	Renal/ GI
Video (Tuesday)	67%	83%	77%
Written (Thursday)	52%	81%	75%

Medians in Self Confidence in Communication			
	Cardiovascular	Respiratory	Renal/GI
Video (Tuesday)	7 (6-8)	7 (6-8)	7 (7-8)
Written (Thursday)	7 (6-7)	7 (6-8)	7 (7-8)

Discussion

- Content scores were excluded from this study because some content information of the OSCE may have been leaked from one group to the other.
- Some of the self-confidence survey response rates were slightly lower than expected; can potentially make surveys mandatory next year
- Another limitation could have been due to the small class size $n = 96$.
- Although the video self-reflection was successfully implemented, it did not significantly increase OSCE scores and students' self-confidence level in oral communications skills compared with the written reflection group.

Summary

- We implemented a new video reflection program at UCSF School of Pharmacy anticipating for better communication scores in OSCEs and higher self-confidence levels, however none were significantly higher than anticipated.
- Given the favorable reception by students, we will continue to explore a pilot video self-reflection method.

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