

The influence of the clinical microsystem on residents' communication skills during clinical practice.

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INTRODUCTION

Residents' journey to independent practice requires balancing the simultaneous challenges of learning on the job and practicing safe patient care. As residents progress through training, they receive less direct supervision and take on more responsibility in the complex world of clinical care.

The quality improvement field has begun to focus on the influence of the "clinical microsystem" – the smallest unit in which care is provided – has on quality of care. Although this shift in attention has started, research of the influences of the clinical microsystem on residents' performance has received less attention.

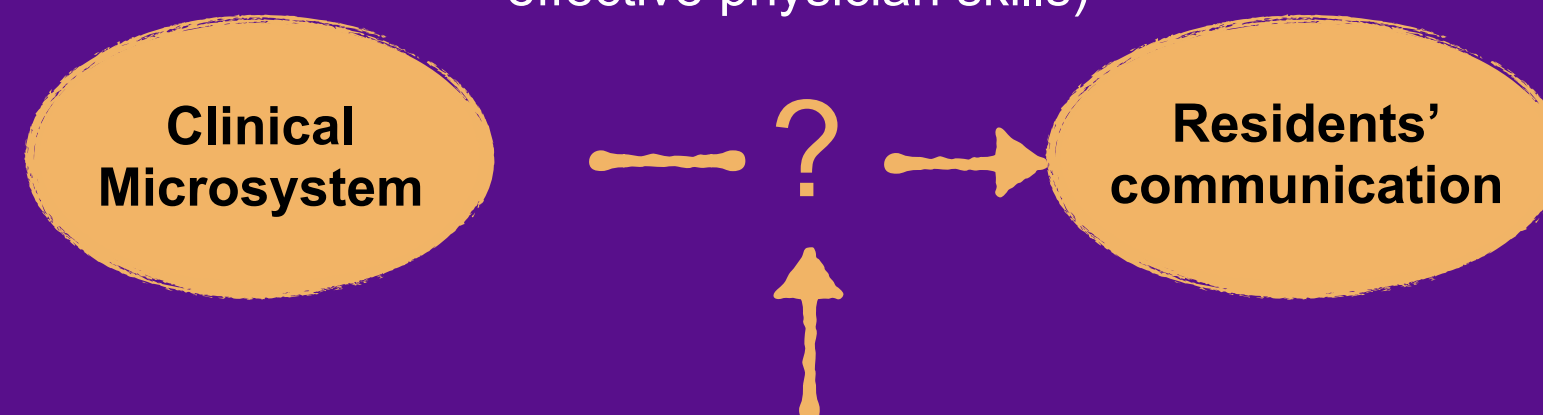
It is essential to learn more about the clinical microsystem and its influences, especially for residents since they are learning on the job. It is important to know whether and how residents are influenced by the clinical microsystem, and to (re)design their learning as well as the clinical environment accordingly.

Thus

PURPOSE

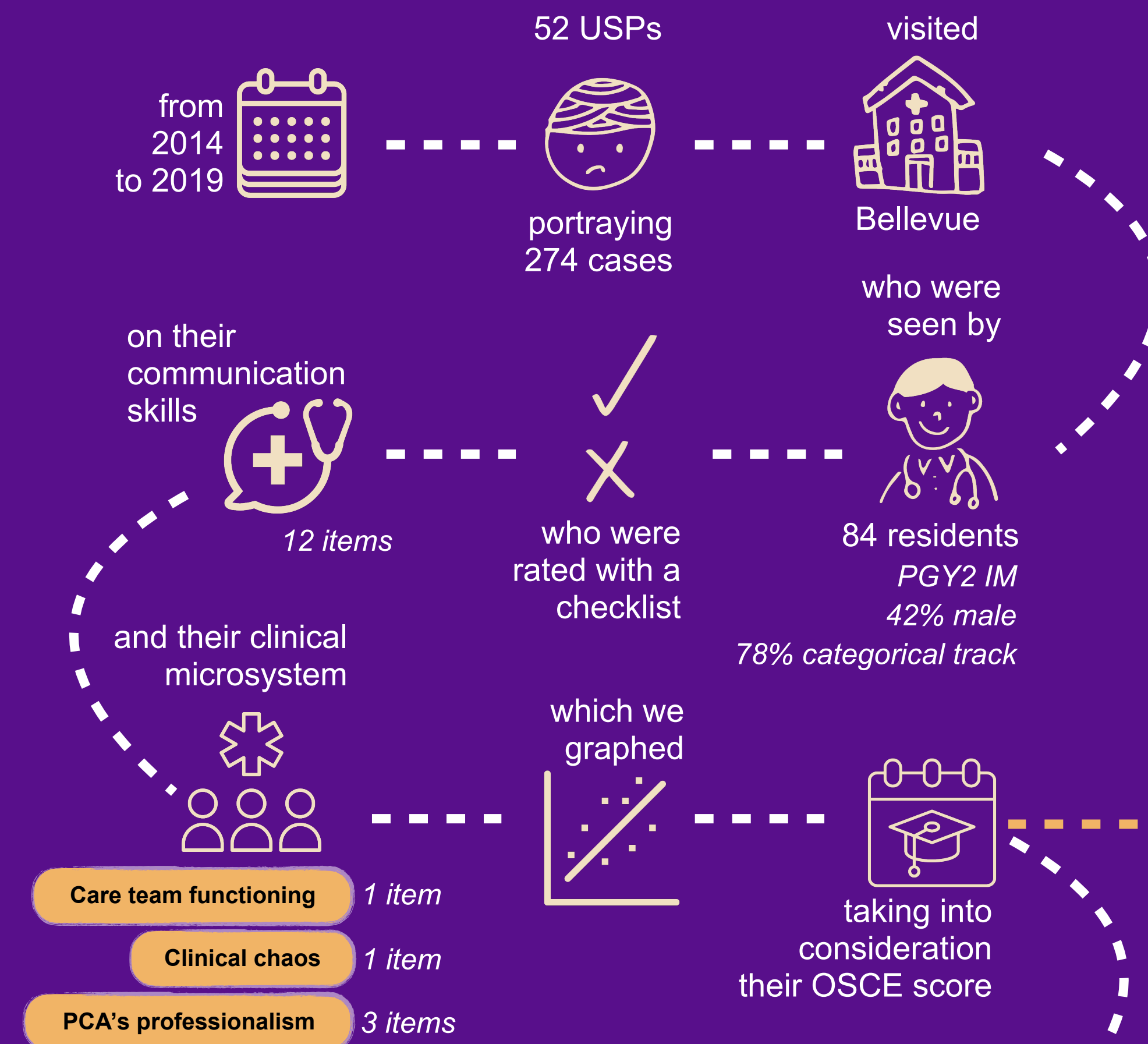
To identify how the functioning of the clinical microsystem affects residents' clinical skills

hypothesizing both **direct effects** (high functioning clinical microsystems support effective physician skills)

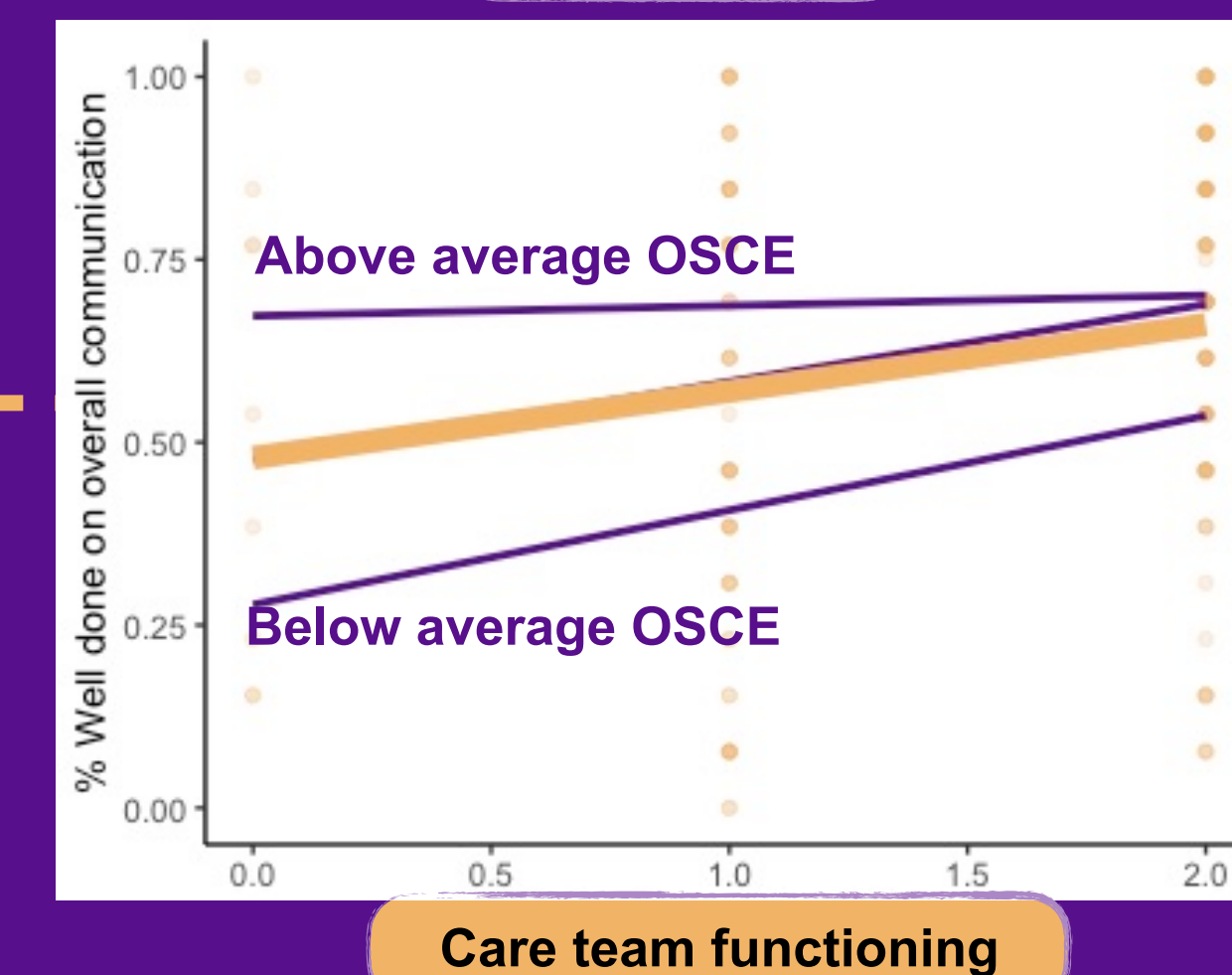
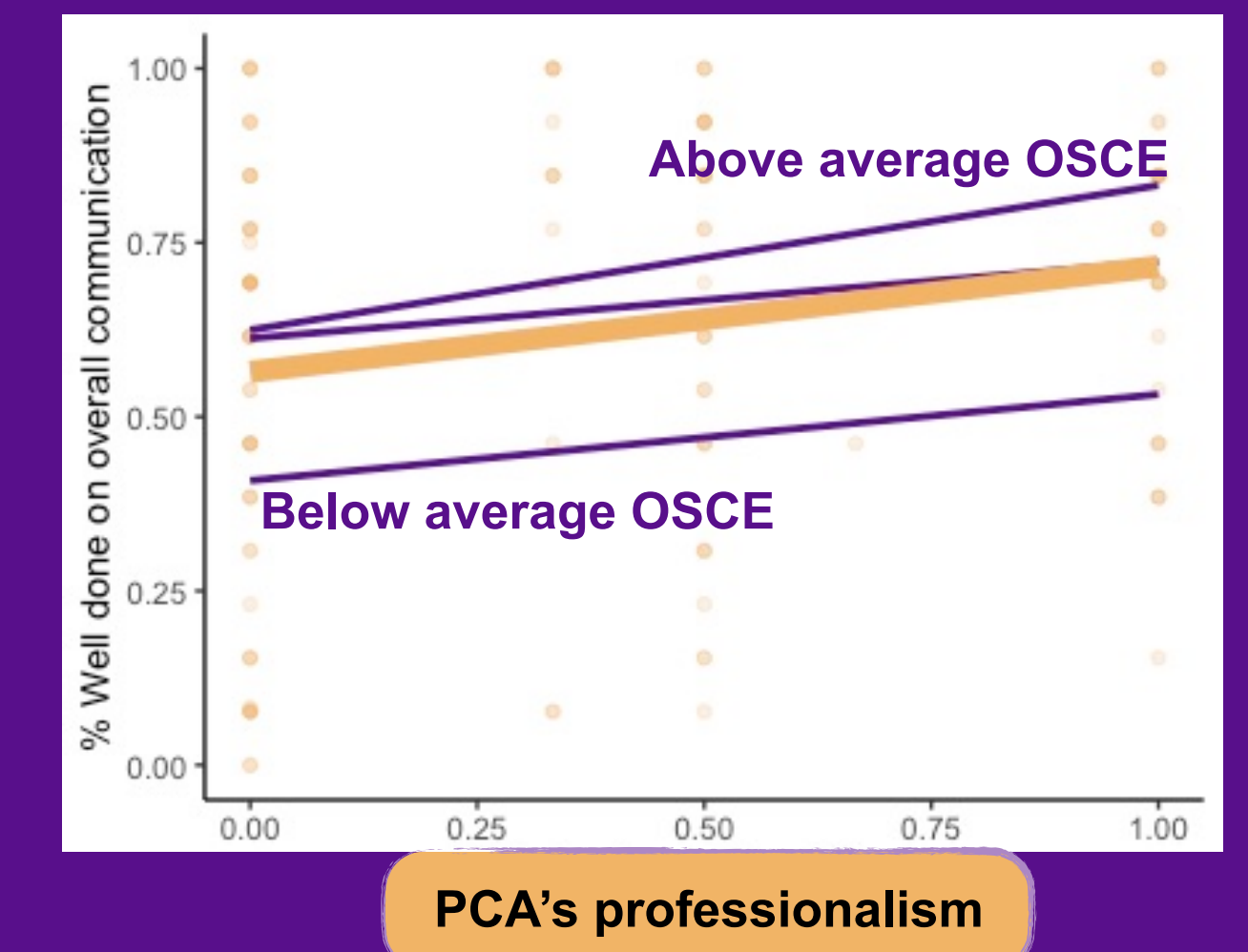
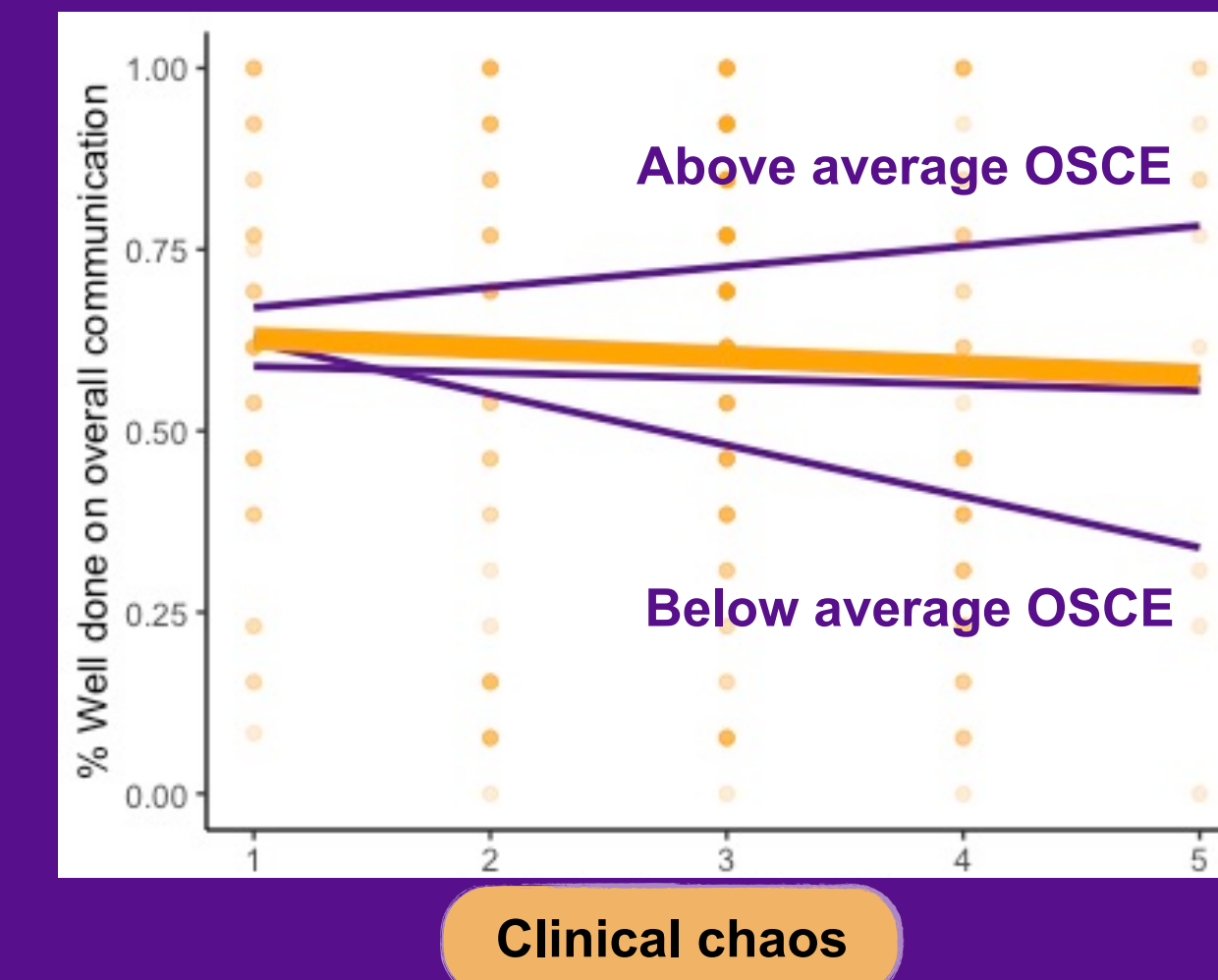


and **interaction effects** (some residents might be better able to exercise effective skills in chaotic or low functioning microsystems than others).

METHODS



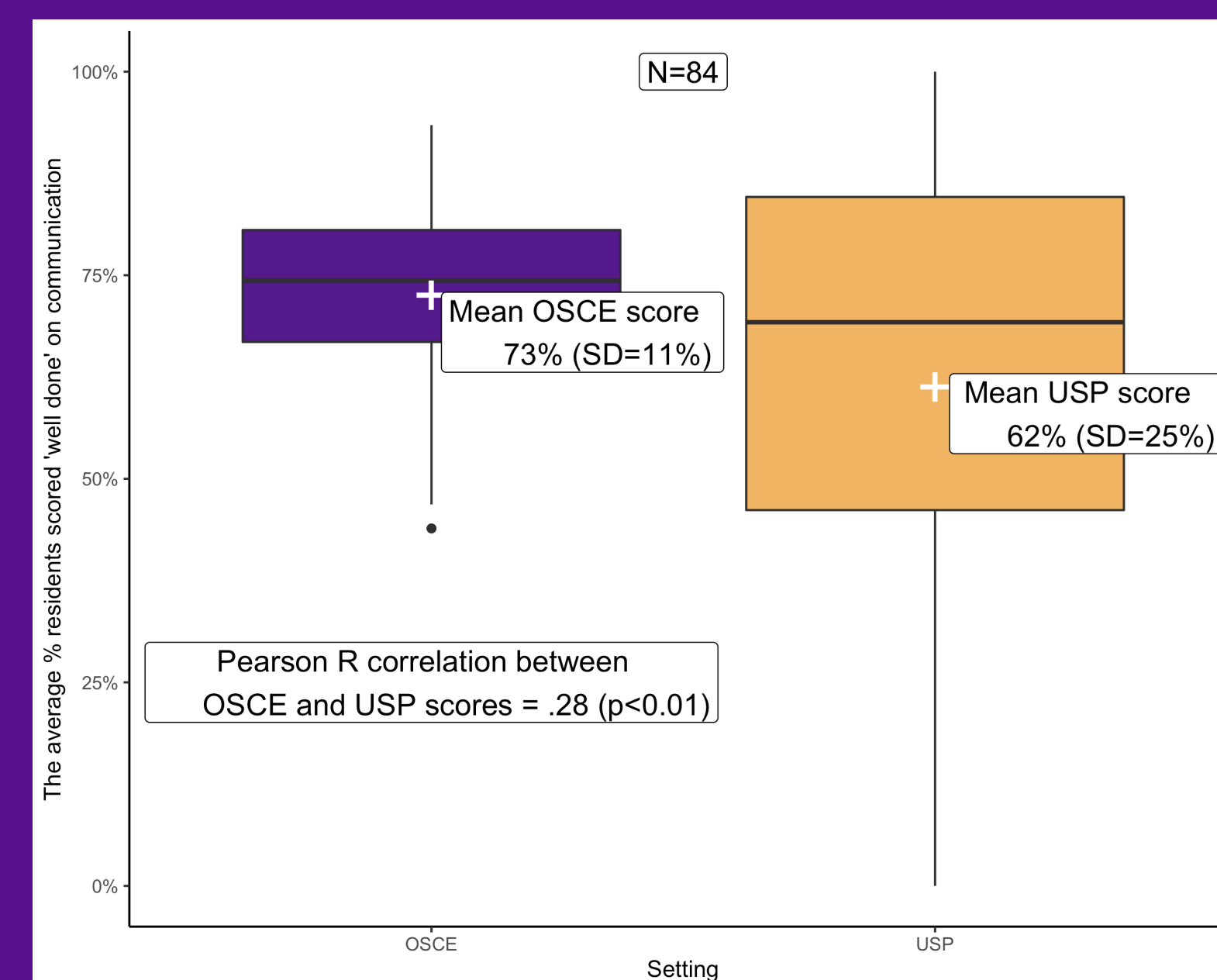
RESULTS



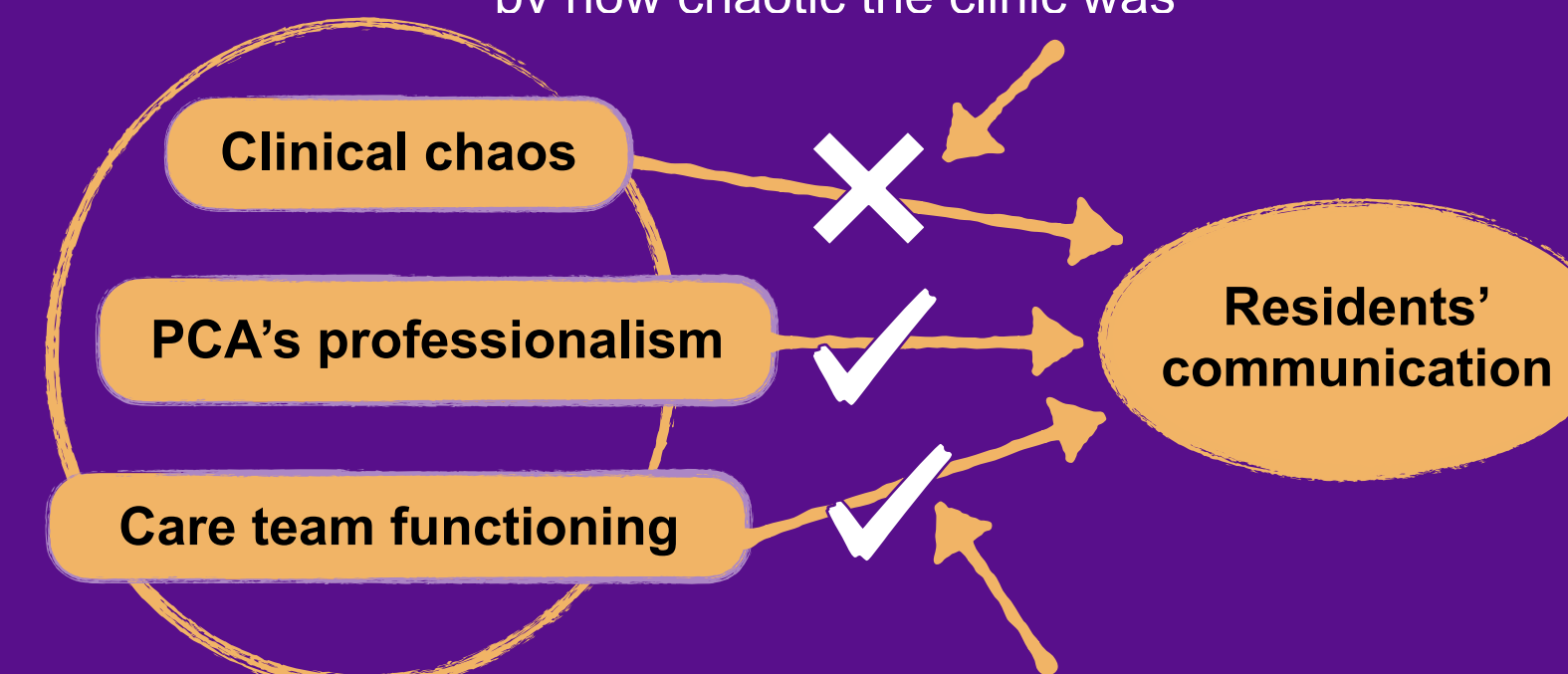
Residents were grouped into below average - average - above average - groups, based on their previous OSCE scores;



How well did residents communicate?



residents who are below average communicators seem to be more impacted by how chaotic the clinic was



residents who are below average communicators seem to be more supported by how well the care team functioned

CONCLUSION

These preliminary findings suggest that residents are influenced by the clinical microsystem: better functioning microsystems support residents' communication skills

NEXT STEPS

- ✓ Dive into the data with multilevel regression
- ✓ Use the findings to report back to program directors
- ✓ Help create safe learning and clinical environments