

Using OSCEs to Talk about Bias and Practice Empathy During Perioperative Communication

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Problem

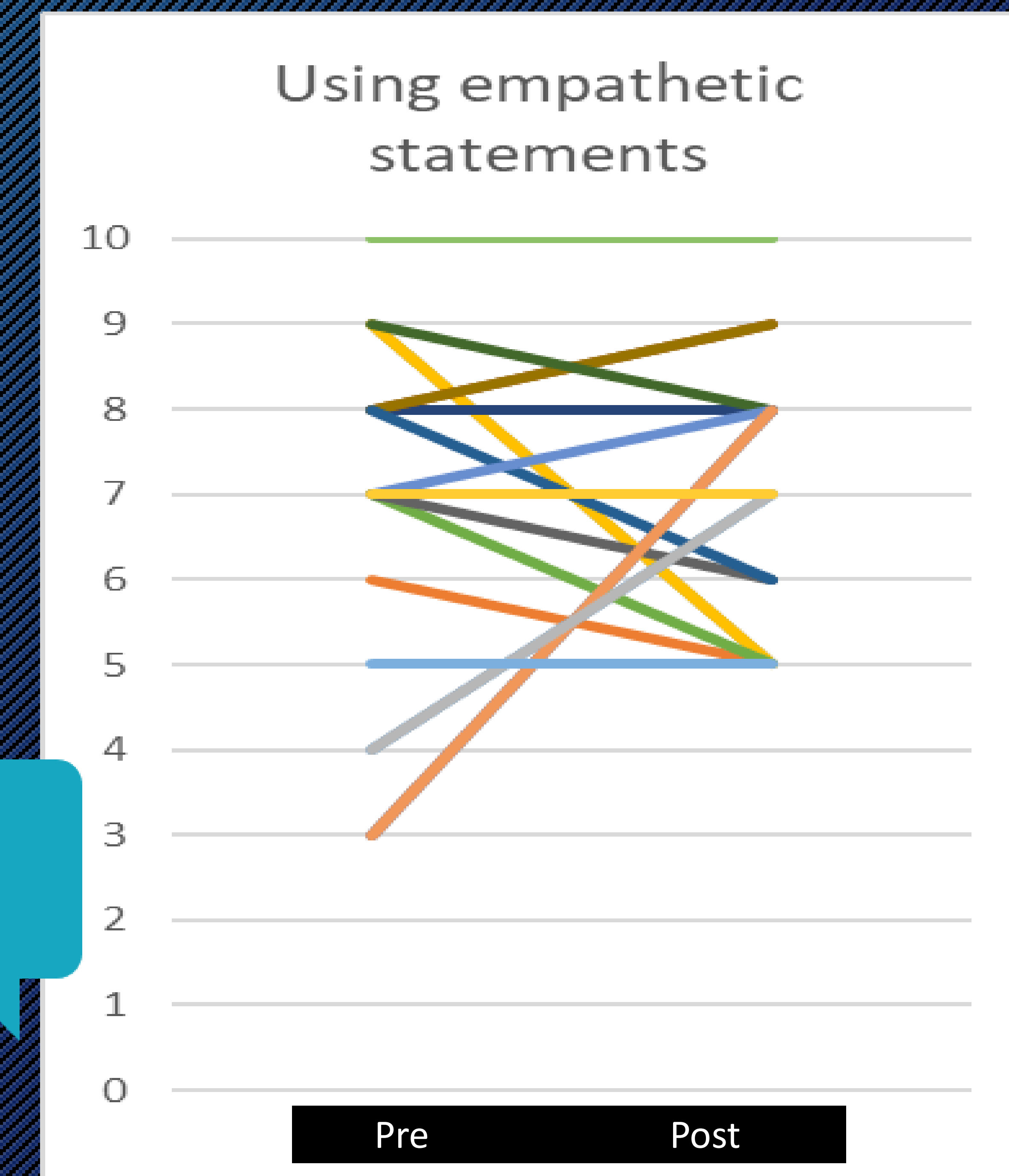
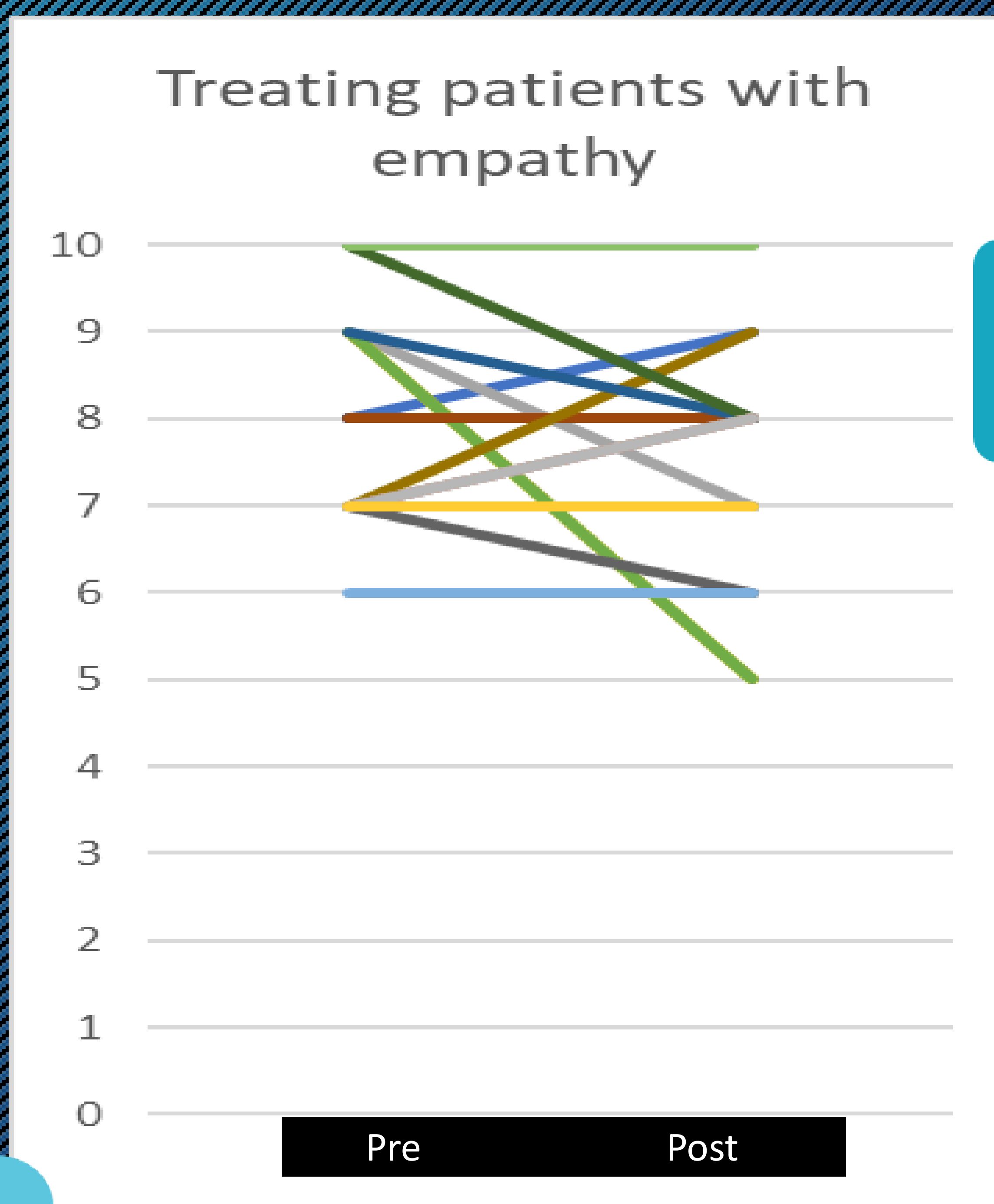
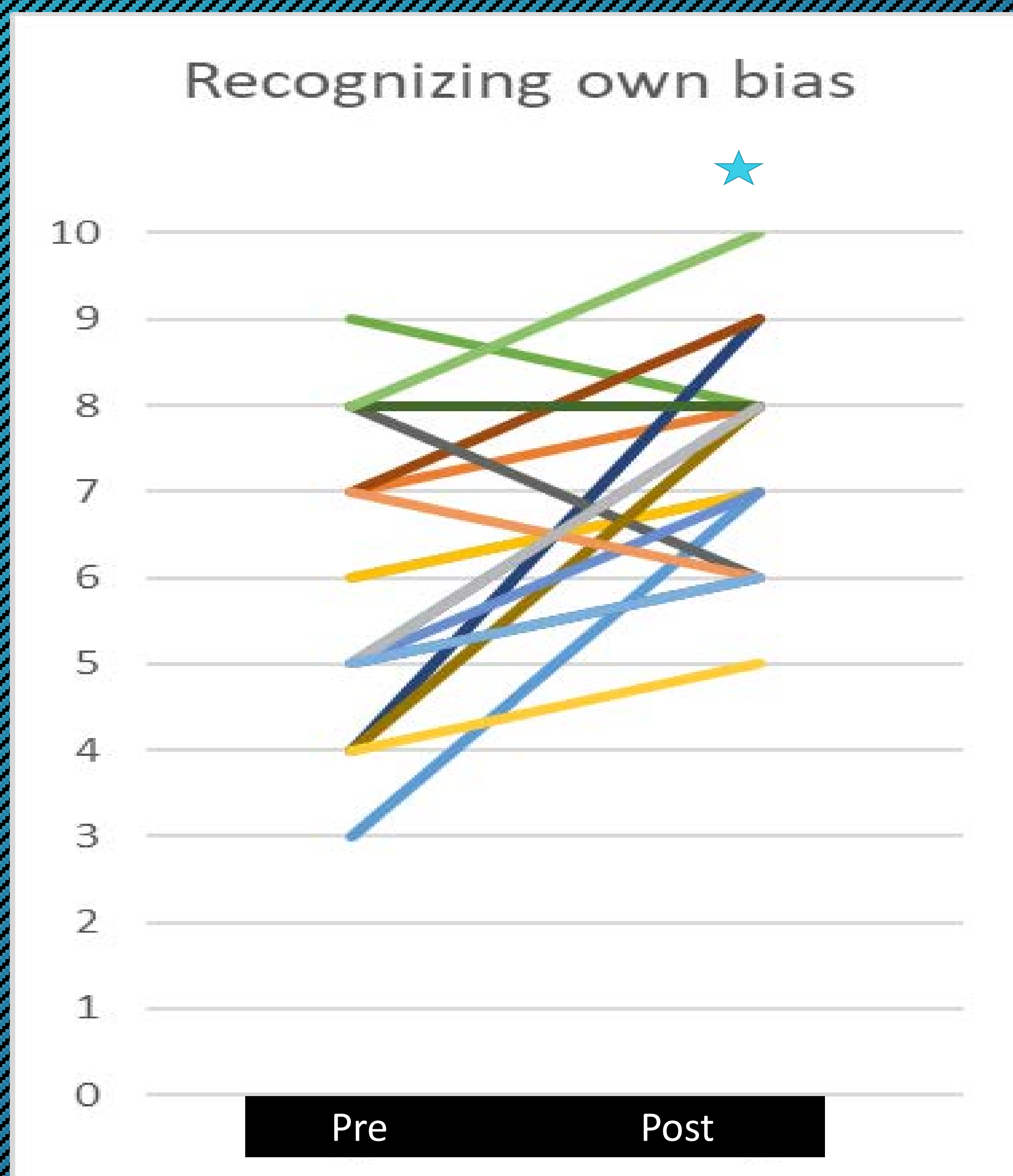
difficult conversations in the perioperative context

Method

- 3 scenarios with standardized patients
- small group (3) practice with facilitator
- debriefing focus on bias and use of empathetic statements

Pilot

- 18 senior Anesthesia Residents
- 3 OSCE scenarios
- pre- and post-scenario surveys



Conclusion

- Practice perceived uncomfortable, but very useful
- Residents overestimated their readiness
- Sympathy ≠ empathy
- General awareness of bias
- Productive sharing of experiences in real life

REFERENCES

Luff D, et al. Clinicians' strategies for managing their emotions during difficult healthcare conversations. *Patient Education and Counseling* 99 (2016) 1461-1466
 Kim SS, et al. The Effects of Physician Empathy on Patient Satisfaction and Compliance. *Eval Health Prof* 2004; 27: 237-251