



Abstract of Presentation

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Time to Talk Cardio:

Web-tool Impact on Patient/Physician Reported Visit Satisfaction and Behavior

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Context While communication skill training interventions have been successfully developed for patients and physicians, few have attempted to identify and reinforce complementary communication strategies. The Time to Talk Cardio (TTTC) web-based communication tool was developed to explore the acceptability and potential utility of such an approach. The tool addresses communication skills useful to both patients and physicians in addressing cardiovascular health in a patient-centered manner. The current study evaluates program impact through parallel patient and provider measures of reported visit satisfaction and use of targeted skills.

Methods A randomized patient trial of the TTTC tool was conducted under the auspices of the American Academy of Family Physicians (AAFP) in four community based ambulatory care settings in Mississippi, Missouri and North Carolina and New Jersey. Patients were randomly assignment to use the tool (n=87) or to a control group (n=87). Twenty-five physicians (no randomization) in these practices also used the clinician tool. The tool consists of 500 15 second video clips modeling key communication skills (separately) to patients and clinicians. Visit satisfaction and communication behavior was assessed by report at baseline and after initiation of the study.

Results Pre-post change scores favored patient web users compared with the control in every measured satisfaction subscale (all $p < .05$). Positive change scores were also evident in targeted communication skills also favored the web-group overall and in regard to skills related to clarification skills, visit time management and interpersonal rapport (all $p < .05$). Physicians reported use of targeted communication skills increased after web use in regard to building interpersonal rapport, effectively influencing patient adherence, patient education, and in participatory decision making (all $p < .01$).

Conclusion The TTTC web tool increased reported use of targeted communication skills and was associated with more satisfying and interpersonally positive relationships for both patients and physicians.