



Abstract of Presentation

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Time to Talk Cardio: Impact of a Novel Communication Tool on Patient and Clinician Reported Satisfaction and Medical Visit Behavior

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Purpose The Time to Talk Cardio (TTTC) communication tool was developed to improve the quality of communication about all aspects of cardiovascular health. The current study evaluates the impact of tool use 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 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 web users in every measured satisfaction subscale (all $p < .05$). Positive change scores in reported use of 18 targeted communication strategies also favored the web-group 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.