

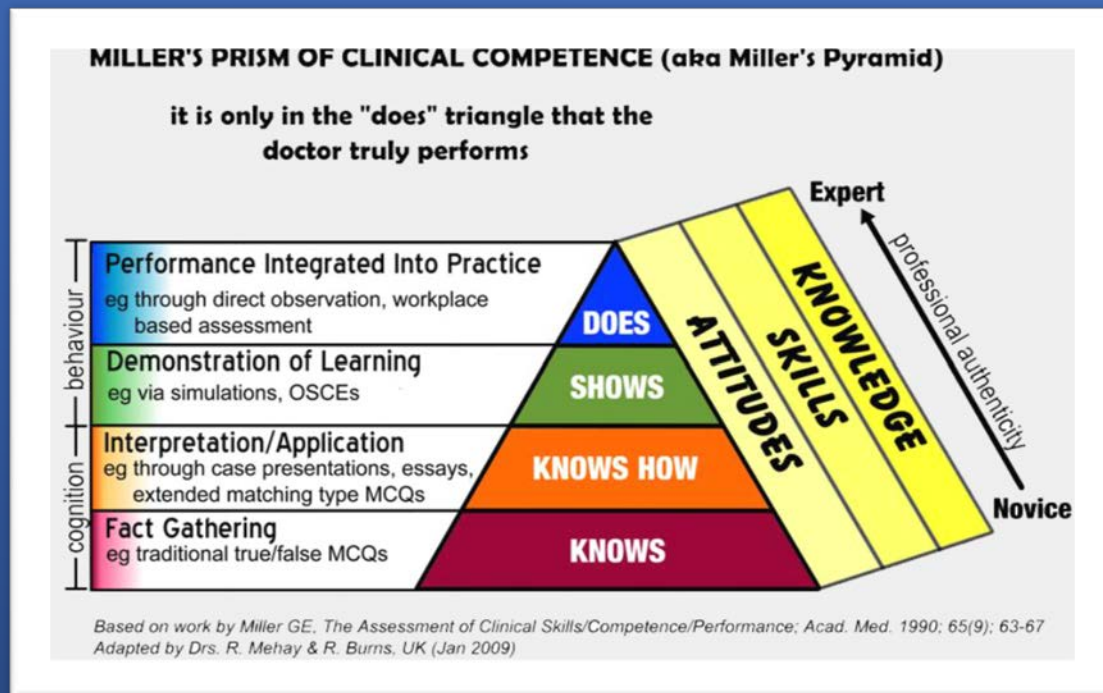
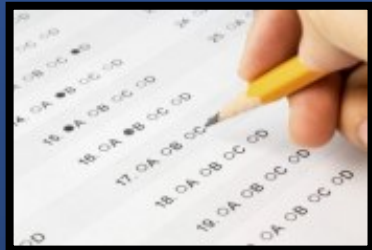
# Use of unannounced standardized patients to determine melanoma detection rates among internal medicine residents

V. Maizria, S Wang MD, T. Sleiman, S Ricci, C Hernandez MD



 RUSH UNIVERSITY  
MEDICAL CENTER

# Clinical Skill Assessment



# Performance in Clinical Practice

- **Direct observation**
  - Intrusive
  - Providers are aware they are being assessed
- **Patient exit interviews**
  - Bias/ patient previous experience
  - Reluctance to judge negatively
- **Patient satisfaction surveys**
  - Personality/ expectations
  - Health care status

# Unannounced standardized patient

- Capture true practices of health care professionals (HCPs)
- HCPs are not aware they are being assessed
- Focus on the vantage point of the patient
- Clinical presentations are standardized
- They involve a highly trained observer/assessor



# Unannounced standardized patients (uSP)

- Highly trained actors who enter the clinical setting
- Portray a patient and their physical complaint
- Evaluate performance
- **UNANNOUNCED NATURE OF VISIT CAPTURE WHAT REALLY HAPPENS DURING A PATIENT VISIT**

# INNOVATION



+





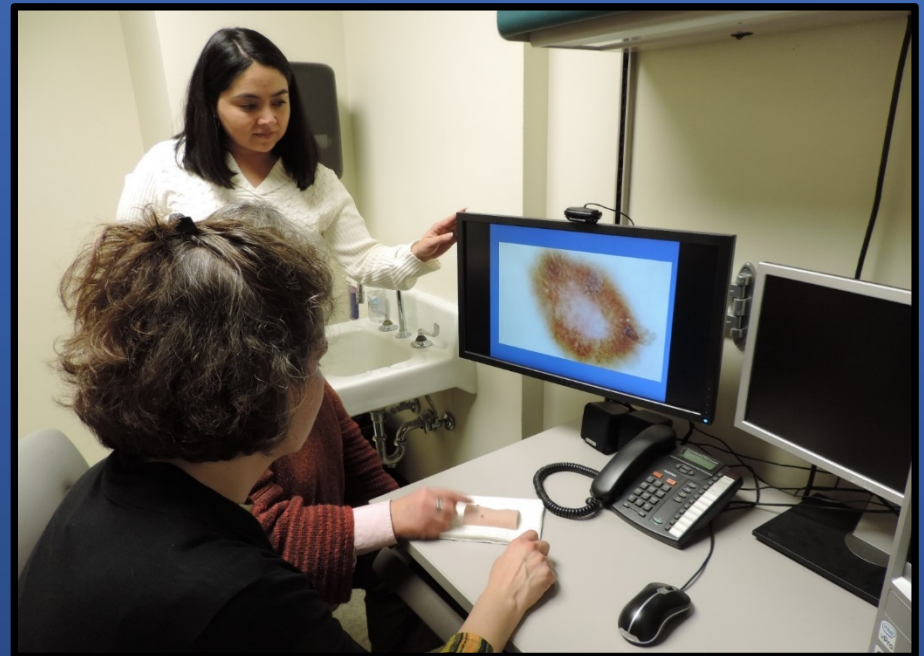
- Approximately 587 million physician office visits occur annually with primary care physicians (PCP)
- Estimated 63% of patient with melanoma have had contact with their PCP

- Professional actors
- 12 hours of training to be uSP





- Performance center materials
- Prepared case materials
  - Chief complaint
  - Secondary complaint
- Train them to correctly portray
- Avoid detection





- Placed melanoma moulage in the path of the expected physical exam – opportunistic detection
- Carpal tunnel syndrome → hand
- Immediately after field visit the uSP completed a checklist and turned in audio-recording



- IRB approval at 3 sites
- Two year period
- Visited 2<sup>nd</sup> and 3<sup>rd</sup> year IM resident ambulatory continuity clinics



- Completed 104 visits at the 3 sites



10.6%  
Detection  
rate

More likely represents actual patient care practices and detection rate in IM residents



- uSP are fully integrated into the health care system
- The healthcare professional does not know they are being evaluated
- May help provide insight into many facets of the patient experience
- We have adapted this method to assess opportunistic melanoma detection in IM residents



**Thank you!!**

