



Effect of communication skills training imparted in Curriculum Implementation Support programme (CISP) on Phase I medical students

Dr. Pooja S. K. Rai*, Dr. Kavita Dipnaik*, Dr. Pramod Ingale*, Dr. Vaishnavi Salunkhe**

¹Associate Professor, ²Professor Addnl, ³Professor & Head, ⁴Assistant Professor

* Biochemistry Department, Lokmanya Tilak Municipal Medical College & General hospital, Sion Mumbai

***Corresponding Author:**

Dr. Vaishnavi Salunkhe

Biochemistry Department, Lokmanya Tilak Municipal Medical College & General hospital, Sion Mumbai

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Abstract

Background: The present study was aimed to study Effect of communication skills training imparted in Curriculum Implementation Support programme (CISP) on Phase I medical students.

Methods: The observational study was carried out at LTMMC & LTMGH Sion, Mumbai for a period of 6 months from December 2019 to May 2020 including 50 students of Control Group & 50 of Study group on basis of study Tool (Kalamazoo Consensus Statement).

Results: Knowledge & Performance of students about communication skill is increased after giving training on communication skills.

Conclusion: Indian Medical Graduate was able to function effectively with patients after acquiring proper communication skills & also better management of emotions of patients can be achieved.

Keywords: Communication skills, Kalamazoo Consensus Statement

INTRODUCTION

Communication skills is a prerequisite in medical profession & is crucial in ensuring professional success for

doctors. This skill introduces students to proper doctor patient communication. Communication is an interactive process which involves the constructing and sharing of information, ideas and meaning through the use of a common system of symbols, signs and behaviours. ⁽¹⁾ It includes the sharing of advice and ideas with a range of people, using verbal, non-verbal, written, e-based methods. These can be modified to meet the patients' preferences and needs. Patient-Doctor communication problem is present in society.

Aim: To assess the effect of communication skills training on Phase-I medical students.

Objectives:

1. To impart training on communication skills to Phase-I medical students.

2. To make the Phase-I students enact role plays based on the given themes.
3. To assess their performance with Kalamazoo' scale.
4. To take feedback of the entire activity from teachers & students.

Problem

1. Patient- Doctor communication problem is present in society.
2. How to train Doctors about communication skills?

So, What

Phase I students should be properly trained to communicate with patients

Impact

1. After communication skill Increased trust among public for doctors.
2. Decreased violence against doctors.

Methodology:

- Study Area: Biochemistry Dept. LTMMC & LTMGH Sion, Mumbai
- Study Design: observational study.

- Study Period: 6 months; December 2019 to May 2020
- Sample Size: 100, Group A: The Control Group (50) Group B: The Study group (50)
- Study Tool: KCS (Kalamazoo Consensus Statement)
- Ethical Approval: Taken
- Analysis: mean and standard deviation will be calculated to estimate the significance. The difference between the groups will be measured by Student's Unpaired 't' test.

Results:

Table 1: Performance of students with Kalamazoo 'scale

S.No.	Kalamazoo' scale	Without Training		With Training	
		Mean	S.D.	Mean	S.D.
1	Build a Relationship	3.11	0.87	4.35	0.78
2	Open the Discussion	2.81	0.77	4.09	0.74
3	Gather Information	2.52	0.82	4.04	0.71
4	Understands the Patient's Perspective	2.16	0.68	3.95	0.65
5	Share information	1.84	0.68	3.68	0.71
6	Reach Agreement on Problems and Plans	1.71	0.71	3.51	0.75
7	Provide Closure	1.60	0.74	3.25	0.96

Table 1 showed that all subpoints Kalamazoo' scale were increased after giving training of Communication skills.

Table 2: Impact of training on communication skills to Phase-I students

S.No.		Communication skills without training	Communication skills with training
1	Good Communication	18%	54%
2	Poor Communication	39 %	-
3	Good foundation	43%	46%

Table 2 showed that Communication with patients 54% improved after providing training on communication skills.

Discussion:

The purpose of this study was to explore knowledge of students about Communication Skill, building relationship with patient and confidence about communicating with patients.

1. Knowledge of students about Communication Skill Increased from 18% to 54 % after training. Our study is in accordance with Kevin et al who studied that positive attitude towards communication skills training are significantly related to perceived importance of communication skills and confidence while communicating with patients. The results indicate that attitudes of medical students toward communication skills training may be associated with their perceptions of the importance of these skills. In addition, medical students who had more positive attitudes toward communication skills training had more knowledge about appropriate communication behaviours with patients.⁵
2. Over 80% Students are fully satisfied with building a relation with patient and satisfaction on 5-point Likert scale with score > 4 after training.
 - In a research conducted by Rezaee et al. in 2008, the level of communication skills in the experimental group after communication skills training was significantly higher than the control group.⁶
 - Esmail et al found that communication skills training can increase communication skills rate and elevate quality of care in patients. Therefore, in order to improve the quality of care it is recommended that communication skills training be established, which is consistent with the results of present study.⁷
3. Over 85% students report increased ability to identify good/bad communication and satisfaction on 5-point Likert scale with score > 4.
 - Jennifer et al found that Doctors with better communication and

interpersonal skills are able to detect problems earlier, can prevent medical crises and expensive intervention, and provide better support to their patients. This may lead to higher-quality outcomes and better satisfaction, lower costs of care, greater patient understanding of health issues, and better adherence to the treatment process.⁸

4. Over 85% teachers report increased satisfaction with implementation of communication skills in students and satisfaction on 5-point Likert scale with score > 4. And Greater confidence in developing rapport with patient at early stage. Students treat patient in a respectful, non-threatening manner & use verbal and non-verbal communication properly.
 - Harlak et al observed that students' low empathic tendency level became higher and positive attitudes toward communication skills learning significantly after training.⁹

Conclusion:

Competent IMG shall be able to function effectively with patients after acquiring proper communication skills. Better management of emotions of patients can be achieved. Increased survival & cure, reducing sufferings & enhancing emotional well-being of the patients can also be achieved. Improvement in Doctor Patient Relationship also achieved.

Limitations:

Study should be carried out further in Phase II & Phase III students.

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