Consultation review: what skill development is provided to supervisors in Australian GP Vocational training?

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Background

- Consultation review: is the observation, analysis and feedback of the learner’s consultation with a patient, with the aim of improving the learner’s future consultation
  - Observation: focusing on direct methods
  - Learners: medical students, PGPPP trainees, GP registrars
  - Patients: real or simulated patients

- Undertaken by GP Supervisors and/or external clinical teachers in the practice setting

- Limited research on
  - Most effective method to conduct consultation review, the assessment tools used;
  - Feedback of information;
  - What training is provided to GP supervisors by RTPs
  - How GP supervisors undertake consultation reviews
The i2i Study stages

• Stage 1 – Literature review
• Stage 2 – Review of PD programs for supervisors from RTPs
• Stage 3 – A framework for the consultation review process
Aim

• To identify the professional development (PD) programs being used by RTPs that developed GP supervisor skills in various aspects of consultation review
• To identify how the skill development in consultation review is evaluated
Method

• Semi structured telephone interviews Directors of Training for 15/17 RTPs in Australia

• Data collected
  ➢ Content/Topics
  ➢ Frequency of activities
  ➢ Format
  ➢ Tools taught
  ➢ Models approaches to feedback
  ➢ Evaluation

• Pilot study

• Steering Group input
Results: PD topics related to consultation review

- Giving feedback: 14
- Video review: 11
- Assessment: 10
- Direct observation: 8
- ECTV/MEV: 7
- Role play: 6
- Managing challenging registrars: 1
- Teaching procedural skills: 1
- Managing challenging cases: 1
- Case review: 1

Number of DoTs
Results: Format of PD activities

Number of DoTs

- Face to face workshop: 16
- Written information: 16
- Conference & lecture: 5
- Peer development visit: 3
- Online education: 1
- Mentorship: 1
- Teleconference: 1
Results: Resources RTP provide to analyse a consultation

- Mini Clinical Evaluation Exercise (mini-CEX) 9
- Richard Hays' Clinical Consultation Assessment Tool 3
- SNAPPS 3
- Roger Neighbour's The Inner Consultation 2
- Calgary-Cambridge Consultation Approach 2
- Leicester Assessment Package 1
- Frank Meumann's Approach 'Peeling the Onion' 1
- David Pendleton’s Consultation Rating Scale and Consultation Map 1
- MAAS-Global Rating List 1
- John Murtagh's General Practice: Companion Handbook 1
- RANZCOG Assessment of Communication Skills (for video…) 1

Number of DoTs

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i2i Study
An integrated quality improvement program for the General Practice consultation review process
Results: Models/Approaches to providing feedback

- David Pendleton's Rules: 16 DoTs
- Richard Hays' Consultation Feedback: 2 DoTs
- Five Step Microskills Model: 2 DoTs
- Feedback Cycle (adopted from Kolb): 2 DoTs
- Frank Meumann's Approach: 2 DoTs
- Calgary-Cambridge ALOBA: 1 DoT
- Calgary-Cambridge SET-GO: 1 DoT
- Allyn Walsh's Two by Two Feedback Grid: 1 DoT
- Effectiveness Model: 1 DoT
- Roger Neighbour's The Inner Consultation: 1 DoT
Results: Evaluation of PD activities

- End of PD workshop evaluation survey: 14
- Pre and post PD workshop evaluation survey: 4
- Supervisor’s verbal feedback of PD workshop: 3
- Post PD workshop evaluation survey: 3
- Six months summary of Registrar activity data: 1
- Intra workshop evaluation (e.g. Keepad®): 1
- Registrar mid-term feedback appraisal of Supervisor: 1
- Supervisor end of term feedback appraisal of Registrar: 1
- Assessment/Examination (for university course): 1

Number of DoTs
Results: Assessment of skills development

- Registrar mid-term or end of term feedback appraisal of supervisor
- ECTV or MEV
- Self reflection/evaluation during PD (not assessed by survey)
- Self Evaluation (assessed by survey)
- Registrar’s verbal feedback of their supervisor
- Observations at PD workshop
- Registrar feedback interview for practice accreditation

Number of DoTs

- 10
- 9
- 7
- 5
- 4
- 2
- 1
Summary

- Importance of consultation review in GP training was reflected in PD activities provided by RTPs
- All RTPs involved provided skill development in this area to GP supervisors
- Commonalities in content of PD programs across RTPs
  - Consultation review
  - Feedback approaches
- Format varied from face to face workshops to online education & peer development visits
- Wide range of resources provided to GP supervisors on analysing consultations
- Evaluation of PD workshops – end of workshop, pre & post evaluation, verbal feedback
- Evaluation of skills development largely indirect