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**Consultation Communication: Hospital Culture and Perspectives Abstract**

**Background:**

Effective communication is an essential aspect of efficient, safe and high quality healthcare. Poor communication amongst healthcare providers can lead to poor outcomes, costly medical errors and the delivery of subpar medical care. A crucial type of communication in healthcare is during consultations between medical specialties, which comprises a large portion of daily operations within the healthcare system. Despite its importance, most physicians do not receive formal training in consultations in either medical school or during residency training. Over the past three years, the Joint Commission found that 61% of adverse medical events occurred due to communication issues.

**Objectives:**

Primary: Determine current physician perspectives toward the inpatient consultation culture and communication at Cleveland Clinic Akron General.

Secondary: Identify current communication strengths and identify areas of needed improvement between specialties.

**Methods:**

This study was a cross-sectional mixed qualitative and quantitative survey which yielded over 226 responses from attending physicians and residents from various specialties with all the specialties at AGMC represented. Survey had two modes of administration: an online SurveryMonkey platform and a paper survey platform that was distributed at all resident didactic sessions and physician’s lounge. Data was analyzed using descriptive statistics, descriptive analysis, and pattern analysis. The study was conducted at Cleveland Clinic Akron General Medical Center from July 1, 2016 - July 31, 2016

**Results:**

Consulter always uses direct communication 10.45% of the time and seldom uses direct communication 48.76% of the time. The consulter always gives the anticipated plan for patient care always 7.04% of the time as opposed to seldom gives the anticipated plan 38.69% of the time. When CONSULTED, critical care had the highest quality of initial communication. When CONSULTING others, cardiology had the highest quality of initial communication. When asked what interventions will improve consultation communication, majority of respondents replied “direct physician to physician communication”.