Policy Title: Clerkship OSCE Feedback Policy

Policy Number (relate to LCME Element as applicable)**:** UCF COM Policy 9.4.1

Applies to: All faculty and medical students at the University of Central Florida College of Medicine.

Date: 3/30/2018

1.0 Purpose:
This policy relates to LCME Element 9.4, which states: "A medical school ensures that, throughout its medical education program, there is a centralized system in place that employs a variety of measures for the assessment of student achievement, including students' acquisition of the knowledge, core clinical skills, behaviors, and attitudes specified in medical education program objectives, and that ensures that all medical students achieve the same medical education program objectives."

2.0 Policy Statement:
The purpose of this policy is to 1) standardize the feedback students receive after completion of summative M3 Clerkship OSCEs, and 2) promote student self-reflection and improvement of clinical skills through longitudinal review of performance after each OSCE.

3.0 Definitions:
N/A

4.0 Responsibilities:
The Clinical Skills Assessment Subcommittee and M-3/M-4 Subcommittee are responsible for ensuring adherence to this policy.

5.0 Monitoring/Procedures:
I.   M3 Clerkship Objective Structured Clinical Encounters (OSCEs):
The OSCE is a performance-based assessment used to evaluate clinical skills competence. OSCE examinations assess both cognitive and non-cognitive clinical skills, such as communication and interpersonal skills, interviewing skills, physical exam skills and clinical reasoning. OSCEs' content reflect the clinical skills learned in the first two years of medical school, plus content specific to each third year clerkship. Students are evaluated as they go through a series of patient encounters (stations) where they are be asked to interview and/or examine standardized patients presenting with common clinical problems.

The number of stations and skills assessed per station varies across M-3 clerkship OSCEs and is determined by the clerkship director in consultation with the COM Clinical Skills Assessment Subcommittee.

Each individual OSCE station's score is generated from two elements:
   1. SP Encounter:
   Performance during the encounter is assessed by trained Standardized Patients, based on standards (checklist) determined by the clerkship director and the UCFCOM Clinical Skills Assessment Sub-Committee.
   SPs assess students' performance in the following domains:
       1. Communication and Interpersonal Skills (CIS)
             1.1 Information Gathering Skills (e.g. History taking)
             1.2 Information Sharing Skills (sharing information with patient)
             1.3 Professionalism and Rapport Building

       1.4 Advanced Communication Skills (counseling, shared decision making, patient education, etc.)
2. Physical Exam Skills
For each station (SP encounter), the SP will complete a checklist of items based on these domains. The SPs do not know how the checklists are scored as items on each checklist may be weighted differently.

2. Post Encounter Note (PEN):
Students complete a post encounter note after each OSCE station. Trained faculty raters use rubrics to score post encounter notes. Scoring is based on student's proper documentation of some/all of the following elements:
1. Pertinent history and physical examination
2. Diagnostic impressions
3. Justification of the potential diagnoses
4. Initial patient diagnostic studies
5. Patient Handoff
6. Hospital Admission Orders

II. M3 Clerkship OSCE Grading (see **appendix A** below). **:**

Students' performance on each OSCE station is calculated from the SP checklist and Post-Encounter Note scores. Scores are then calculated per station, overall and across domains assessed (communication and interpersonal skills, history taking skills, physical exam skills and clinical reasoning). The passing standards (or cut-off score) for each domain, station and OSCE is determined by each clerkship using a criterion-referenced process in consultation with COM Clinical Skills Assessment Subcommittee.

1. After the M-3 clerkship OSCE grading is completed, clerkship coordinators will reach out to CSSC and Office of Assessment staff to generate student performance reports.
2. Clerkship directors will receive a detailed OSCE performance report (**Appendix B**) from the Office of Assessment including performance per student overall, per domain and per case; incorporating passing standards and highlighting students performing below those.
3. The Office of Assessment will communicate with SASS regarding low performing students.

III. Student Feedback Process and Reports
1. Students will have access to their individual performance reports (**Appendix C**) via https://ls.med.ucf.edu
   a) Grade report
   b) Performance matrix report
   c) Skills report
2. The clerkship director will reach out (via e-mail) to students performing below expected competency level using the email template provided (**Appendix D**).

IV. Below Passing Standard Performance
Students who do not demonstrate achievement of expected level of clinical competence, by performing *below the clerkship established passing standard on any of the assessed domains*, will be notified via e-mail and advised to 1) review their individual performance and 2) develop a skills enhancement plan under the guidance of the clerkship director, SASS and/or the assistant dean of Clinical Skills and Simulation.

Resources available for students to improve their skills include, but are not limited to:
   a) OSCE video review and reflection
   b) Deliberate practice in the clinical setting with faculty feedback
   c) Schedule self-directed 0ractice (SDP) Time in CSSC
   d) Completion of clinical reasoning exercises

6.0 Related Policies:
None

7.0 Key Search Words:

OSCE	Clinical skills assessment	Clerkships

8.0 Revision History:

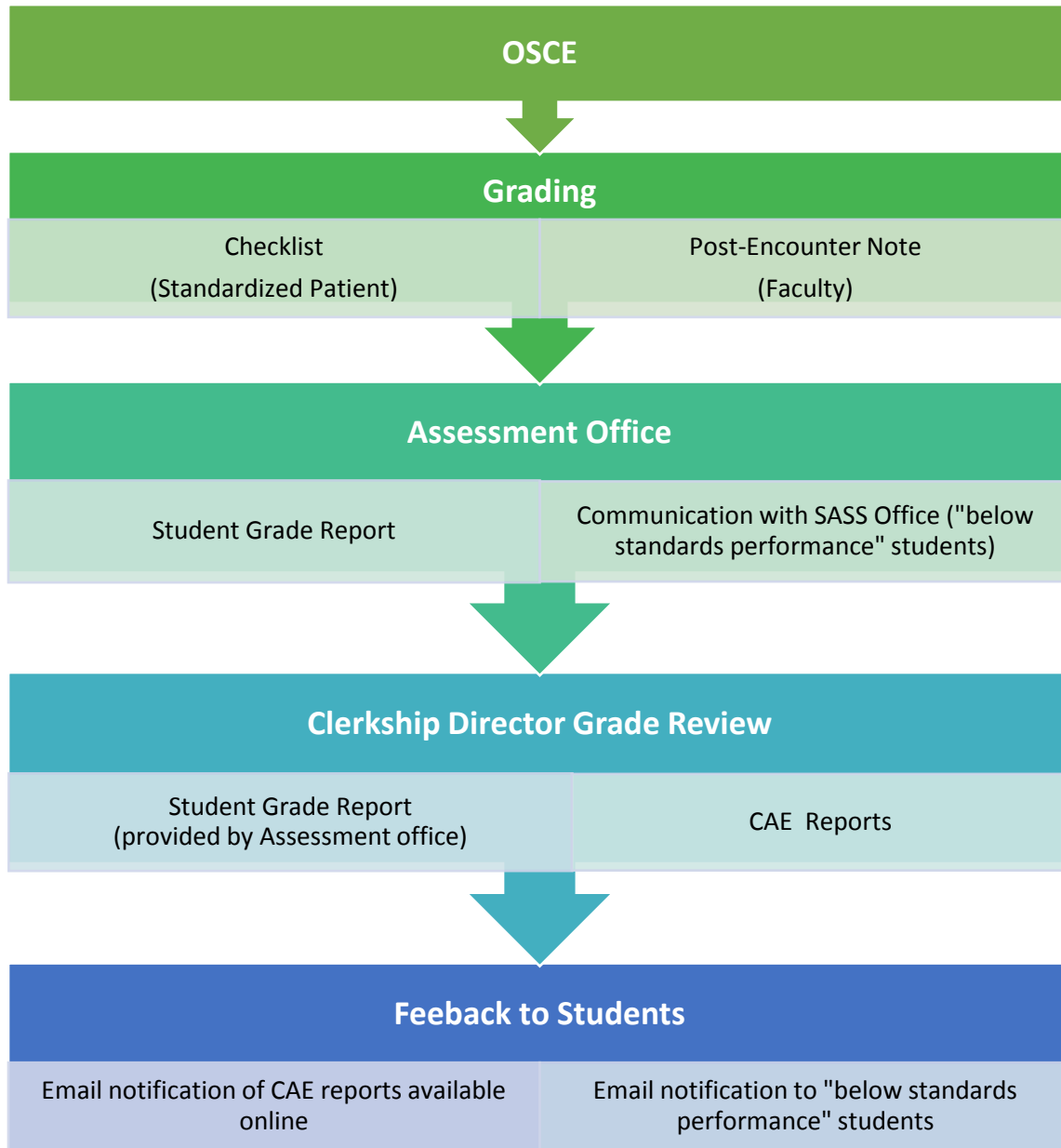| Version	Date Approved	Modifications
V1	4/20/18	Original statement

9.0 References:
N/A

Responsible Office: Clinical Skills Assessment Subcommittee

Policy Contact: Assistant Dean of Clinical Skills and Simulation

Supersedes: N/A

OSCE Grading and Feedback Process

OSCE	

Grading	
Checklist (Standardized Patient)	Post-Encounter Note (Faculty)

Assessment Office	
Student Grade Report	Communication with SASS Office ("below standards performance" students)

Clerkship Director Grade Review	
Student Grade Report (provided by Assessment office)	CAE Reports

Feeback to Students	
Email notification of CAE reports available online	Email notification to "below standards performance" students

APPENDIX B

Assessment OSCE Performance Report

OSCE Student Performance
Sample Report

OSCE Case Name / Weighted Average Score Across Cases

Name	P.E.	Prof	Gathering	Sharing	PEN	Overall Case	Prof	Gathering	Sharing	PEN	Overall Case	P.E.	CIS	PEN	Overall OSCE
Student 1	70%	74%	97%	85%	50%	64%	96%	83%	55%	75%	75%	43%	85%	80%	88%
Student 2	80%	87%	80%	88%	44%	64%	81%	83%	66%	69%	73%	72%	85%	79%	79%
Student 3	80%	79%	80%	88%	70%	76%	81%	90%	92%	73%	80%	72%	85%	74%	78%
Student 4	60%	74%	93%	90%	78%	76%	96%	90%	76%	59%	64%	23%	79%	75%	69%
Student 5	90%	85%	93%	85%	50%	69%	96%	90%	88%	66%	79%	49%	86%	65%	71%
Student 6	70%	93%	90%	88%	64%	73%	96%	90%	85%	94%	94%	57%	89%	70%	75%
Student 7	80%	74%	85%	80%	92%	85%	84%	95%	83%	69%	78%	66%	81%	78%	84%
Student 8	100%	93%	88%	88%	58%	76%	96%	83%	68%	51%	68%	72%	88%	71%	77%
Student 9	80%	91%	93%	90%	71%	79%	96%	95%	78%	75%	80%	60%	89%	77%	78%
Student 10	80%	87%	90%	88%	100%	92%	81%	90%	66%	25%	48%	68%	90%	85%	85%
Student 11	80%	91%	90%	69%	52%	67%	84%	95%	83%	69%	78%	57%	83%	63%	69%
Student 12	70%	95%	90%	90%	85%	85%	96%	83%	83%	51%	70%	66%	86%	71%	73%
Student 13	60%	87%	90%	85%	70%	73%	96%	90%	92%	38%	65%	51%	87%	78%	78%
Student 14	90%	99%	93%	87%	65%	79%	96%	83%	55%	75%	75%	77%	86%	79%	80%
Student 15	80%	87%	83%	88%	64%	74%	84%	95%	83%	69%	78%	77%	85%	78%	79%
Student 16	100%	93%	88%	88%	58%	76%	94%	90%	92%	78%	85%	83%	89%	79%	83%
Student 17	70%	93%	100%	91%	85%	85%	96%	90%	88%	66%	79%	69%	91%	81%	81%
Student 18	70%	95%	90%	90%	85%	85%	96%	90%	92%	85%	85%	66%	88%	84%	81%
Student 19	60%	95%	90%	88%	44%	62%	99%	90%	92%	66%	82%	66%	88%	74%	78%
Student 20	90%	85%	93%	85%	50%	69%	94%	90%	93%	81%	89%	83%	84%	79%	80%

Summary

	P.E.	Prof	Gathering	Sharing	PEN	Overall Case	Prof	Gathering	Sharing	PEN	Overall Case	P.E.	CIS	PEN	Overall OSCE
Average:	78%	88%	90%	87%	67%	75%	92%	89%	81%	67%	76%	64%	86%	76%	78%
Median:	80%	89%	90%	88%	65%	76%	96%	90%	83%	69%	78%	66%	86%	78%	79%
Max:	100%	99%	100%	91%	100%	92%	99%	95%	93%	94%	94%	83%	91%	85%	88%
Min:	60%	74%	80%	69%	44%	62%	81%	83%	55%	25%	48%	23%	79%	63%	69%
St. Dev:	12%	8%	5%	5%	17%	8%	6%	4%	12%	16%	10%	14%	3%	6%	5%

Prepared by the Office of Assessment

APPENDIX C

CAE Student Reports

Individual Grade Report Example

Section	Student Score	Class Average	Box Plot
Professionalism and Ability to Foster a Relationship	94%	87%	
Information Gathering Skills	90%	87%	
History Taking Skills	90%	71%	
Information Sharing Skills	90%	88%	
Write-Up	80%	74%	
Average	85%	78%	

Individual Performance Matrix Example

Case	SP						PostL	Total
	PROF/RELATE	GATHERING	PE	SHARING	CS	Hx	PEN	
Garufi	94%	90%	na	90%	na	90%	80%	85%
Lamot	93%	92%	100%	85%	0%	na	45%	66%
Plunkett	96%	93%	80%	90%	na	na	71%	80%
Rice	98%	93%	54%	95%	na	na	49%	63%
Student Average	95%	92%	76%	90%	0%	90%	60%	74%
Class Average	88%	84%	55%	85%	27%	71%	61%	68%
Difference	7%	8%	21%	5%	-27%	19%	-1%	6%

Final Score: 74%

Average: 68%

Difference: 6%

Skills Report Example

Examination Competencies	Your Score	Class Average	Class StDev	Box Plot
Professionalism and Ability to Foster a Relationship (PROF/RELATE)	87%	88% (118)	5%	
Information Gathering Skills (GATHERING)	87%	84% (118)	5%	
Physical Examination (PE)	49%	61% (118)	14%	
Information Sharing Skills (SHARING)	85%	85% (118)	3%	
Counseling Skills (CS)	79%	79% (118)	12%	
History (Hx)	71%	63% (118)	13%	
Post Encounter Note, Step 2 CS Patient Note (PEN)	64%	75% (118)	6%	

Post Clerkship OSCE Email Template

Dear [student name],

This letter serves as formative feedback on the [blank] Clerkship OSCE you completed recently. Review of your individual performance demonstrates you did not meet the requirements for minimal competence in one or more of the individual components as assessed by the Standardized Patient encounter or by the grading faculty:

- ☐ Communication and Interpersonal Skills (professionalism and rapport building + information gathering + information sharing)
- ☐ History Taking skills
- ☐ Counseling Skills
- ☐ Physical exam
- ☐ Case specific questions
- ☐ Post-encounter note (PEN)
- ☐ Skill Station
- ☐ [customize as needed]

This does not mean that you have failed the OSCE or the clerkship. It might indicate that you are not where expected for your level of training in these areas. In order for you to further develop your clinical skills and to help you prepare for future OSCEs, including the end-of-M3 OSCE, I strongly recommend you:

1. Review the video/s of your performance on the OSCE as well as the student performance reports provided through Learning Space.
2. Reflect on your clinical skills (strengths and weaknesses) and identify a learning plan for your professional development.

I have indicated which cases you should focus your review on:

- ☐ Case x
- ☐ Case y
- ☐ Case z
- ☐ Case a

The steps you need to follow to review the video/s are:

1. Contact ComCSSC@ucf.edu requesting access to a specific video/s
2. Log into Learning Space at https://ls.med.ucf.edu/ using the Chrome Browser.
3. Log in using your NID and password
4. Click the Video Review Tab
5. Review the video
6. Critically reflect on your performance
7. Develop a plan to improve your skill/s.

Specific resources available to you for improving performance include:

1. Deliberate practice in the clinical setting with faculty feedback, to implement self-regulated learning strategies.
2. Completion of [MedU] cases to enhance clinical reasoning
3. Schedule Self-Directed Practice (SDP) Time in CSSC to work with PETAs on specific skills
4. Contact myself or Dr. Castiglioni to set up a time to meet and review your performance and skills

I hope this feedback is helpful. Please let me know if there are questions.
Clerkship Director x