

## **Project Title**

Communicate with I-CARE

## **Project Lead and Members**

- Cl A/Prof Teoh Khim Hean
- Dr Lui Jeen Nee
- Carol Wee
- Lee Jiunn Kee
- Audra Tan Ai Terk
- Lim Ai Chern
- Chua Xiu Juan

## **Organisation(s) Involved**

National Dental Centre Singapore

## **Project Category**

New Pedagogy, Quality Improvement, Information Technology

## **Keywords**

National Dental Centre Singapore, New Pedagogy, Quality Improvement, Information Technology, Communications, Relationship-Centred Communications, Clinician-Patient Relationship, Patient-Centred Care, Patient Experience, Patient Satisfaction, Staff Training, Education, "Introduction, Clarify, Affirm, Respond, Exit", Hospital Consumer Assessment of Healthcare Providers and Systems, Peer-Led Training, e-Learning, Video, Scenario-Based Workshop, Experiential Learning, Survey, Feedback, Engagement Principals, Empathy

**Name and Email of Project Contact Person(s)**

- A/Prof Teoh Khim Hean, Restorative Dentistry, National Dental Centre Singapore, [teoh.khim.hean@singhealth.com.sg](mailto:teoh.khim.hean@singhealth.com.sg)
- Dr Lui Jeen Nee, Restorative Dentistry, National Dental Centre Singapore, [lui.jeen.nee@singhealth.com.sg](mailto:lui.jeen.nee@singhealth.com.sg)





INTRODUCTION

Effective communication between clinicians and patients is integral to building good clinician-patient relationship, and improving treatment outcomes, safety, patient compliance, and clinical efficiency.

Studies1,2,3 have shown that clinicians' communication is instrumental in driving patient satisfaction in an outpatient setting. Amid a shift towards participatory medicine, recent studies4,5 have shown that the type of communication matters as much as the amount of communication in shaping patients' perception of the quality of care.

Objective

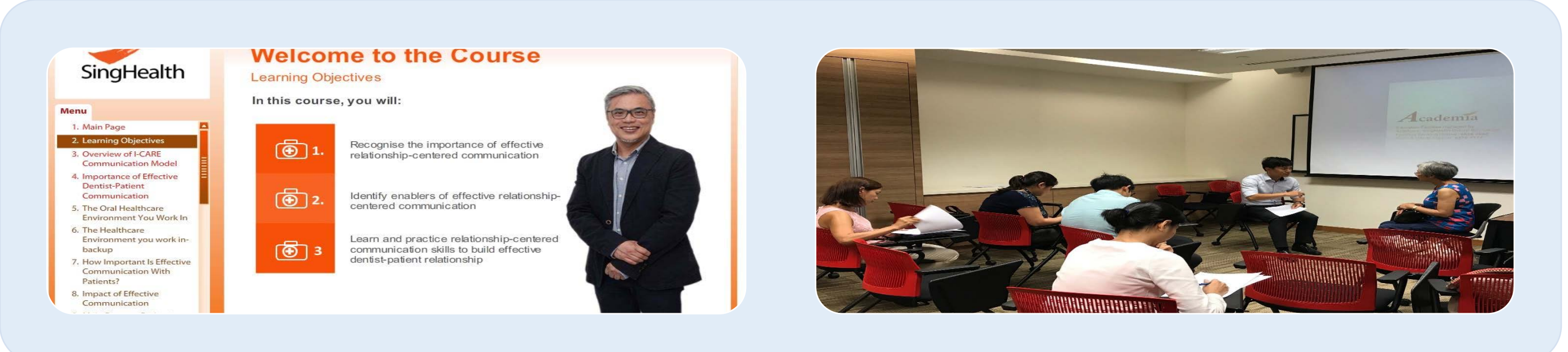
A communication framework for teaching and evaluating relationship-centered communication, the NDCS I-CARE Communications Model was developed primarily for clinicians to help them build effective doctor-patient relationship, and ultimately better patient experience through relationship-centered communication.

The peer-led training applies evidence-based communication skills to five phases of effective interaction:

Introduction, Clarify, Affirm, Respond, Exit.

METHODOLOGY

The NDCS I-CARE Communications Model covers two core components:



1. I-CARE eLearning on SingHealth eLearning Portal

- Structured framework for approaching interactions with patients.
Video which shows how effective communication impacts outcomes, satisfaction, safety, and efficiency.
Quiz questions for formative and summative assessment.

2. Scenario-based Workshop

- Experiential learning through role play with Standardised Patients (SPs) where learners can practice their communication skills and reflect on their experience.

Three I-CARE workshops were conducted to date for 30 clinicians, including 1 dental officer, 3 associate consultants and 26 registrars.

Survey based on HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) questions was conducted on all participants; data was collected for 6 consecutive weeks before and after the course. A post-training questionnaire was also conducted to gather participants' feedback on the course.

RESULTS

Post-training Questionnaire

All participants strongly agreed or agreed that:

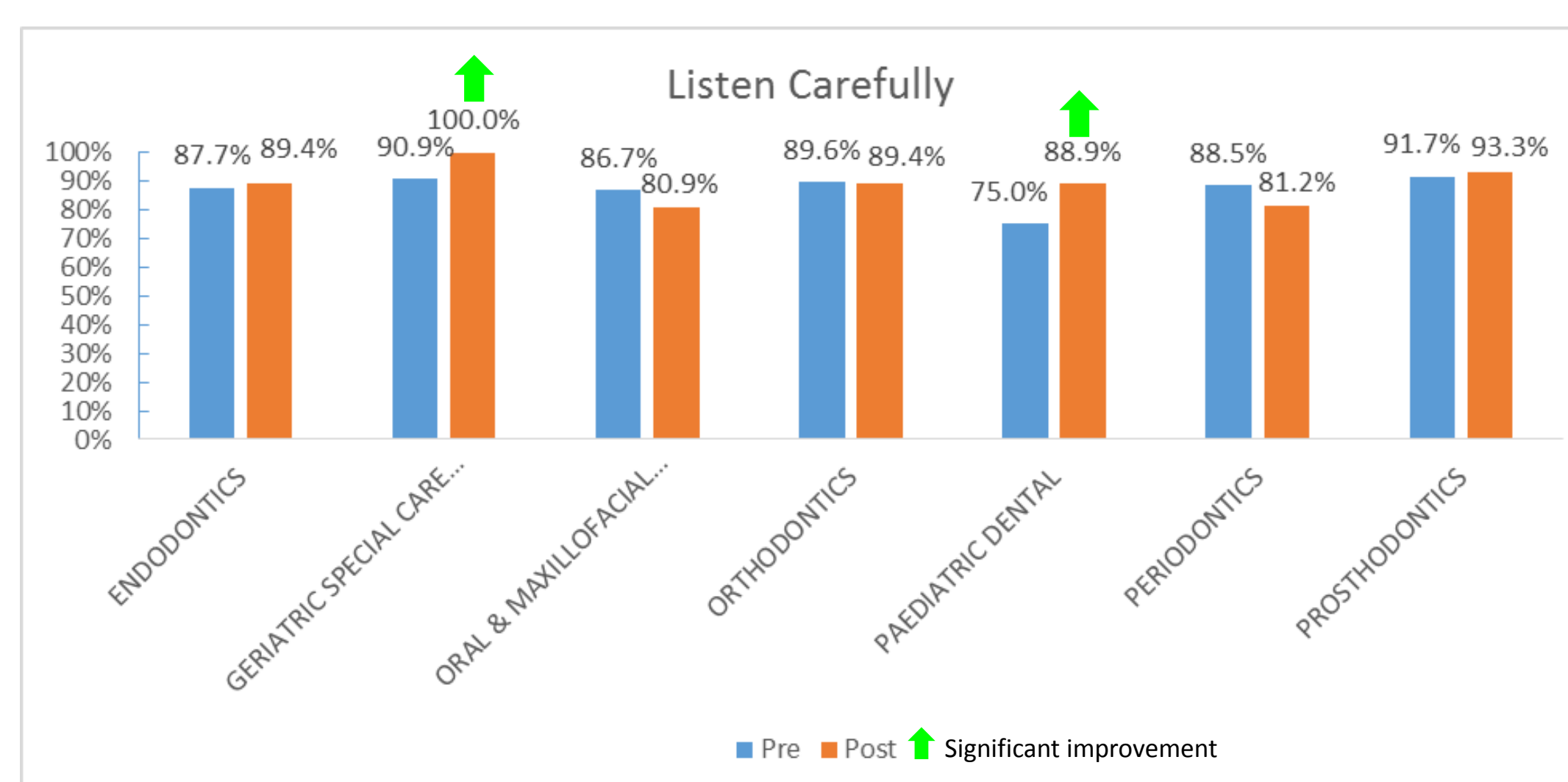
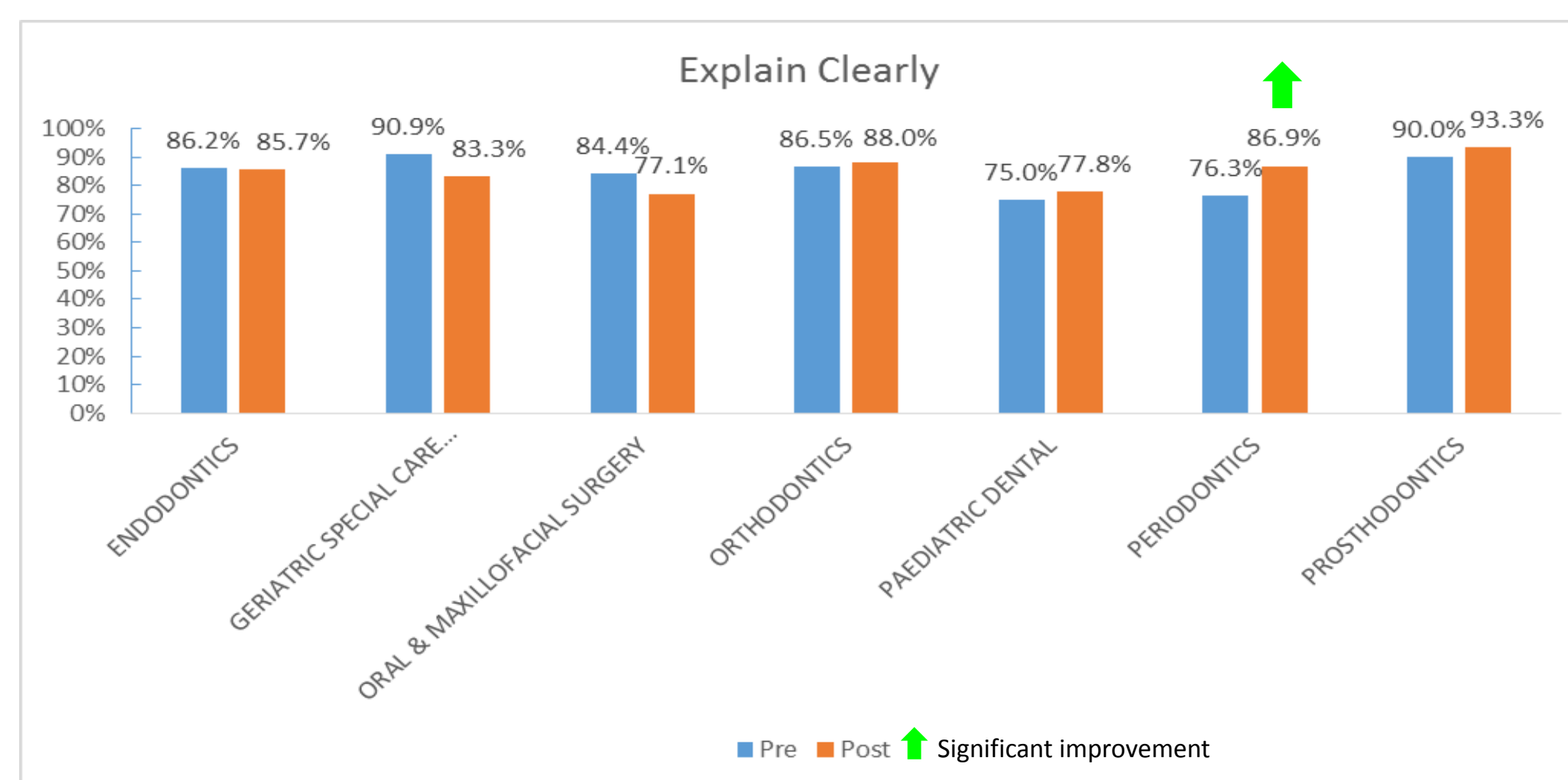


KNOWLEDGE RELEVANCE APPLICATION

They gained new knowledge or skills
The course content was relevant to their work
They are confident that by applying what they have learnt, they are able to improve on their relationships with patients and reduce issues resulted by poor communication

HCAHPS Results

By Specialty



HCAHPS Questions



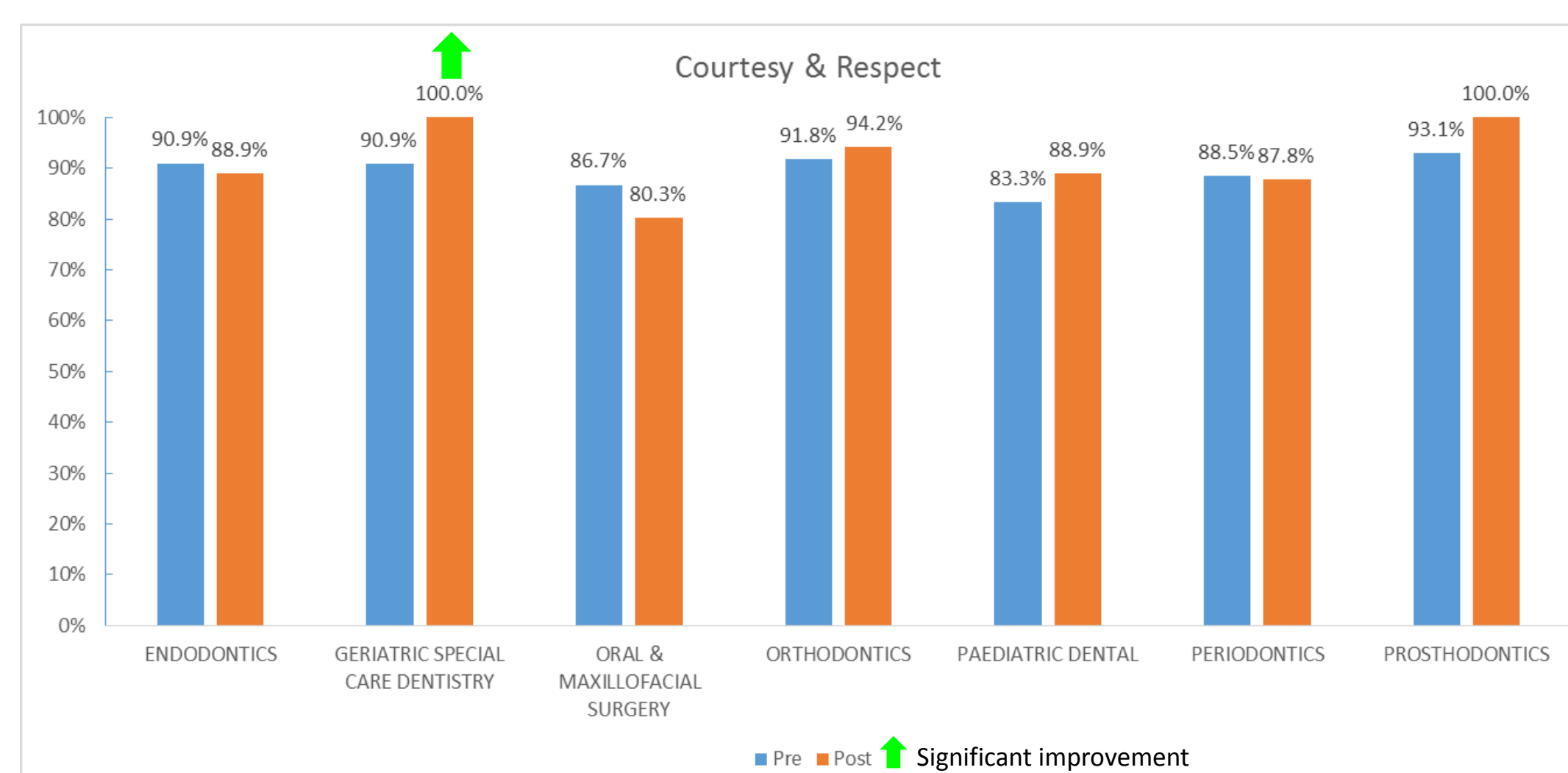
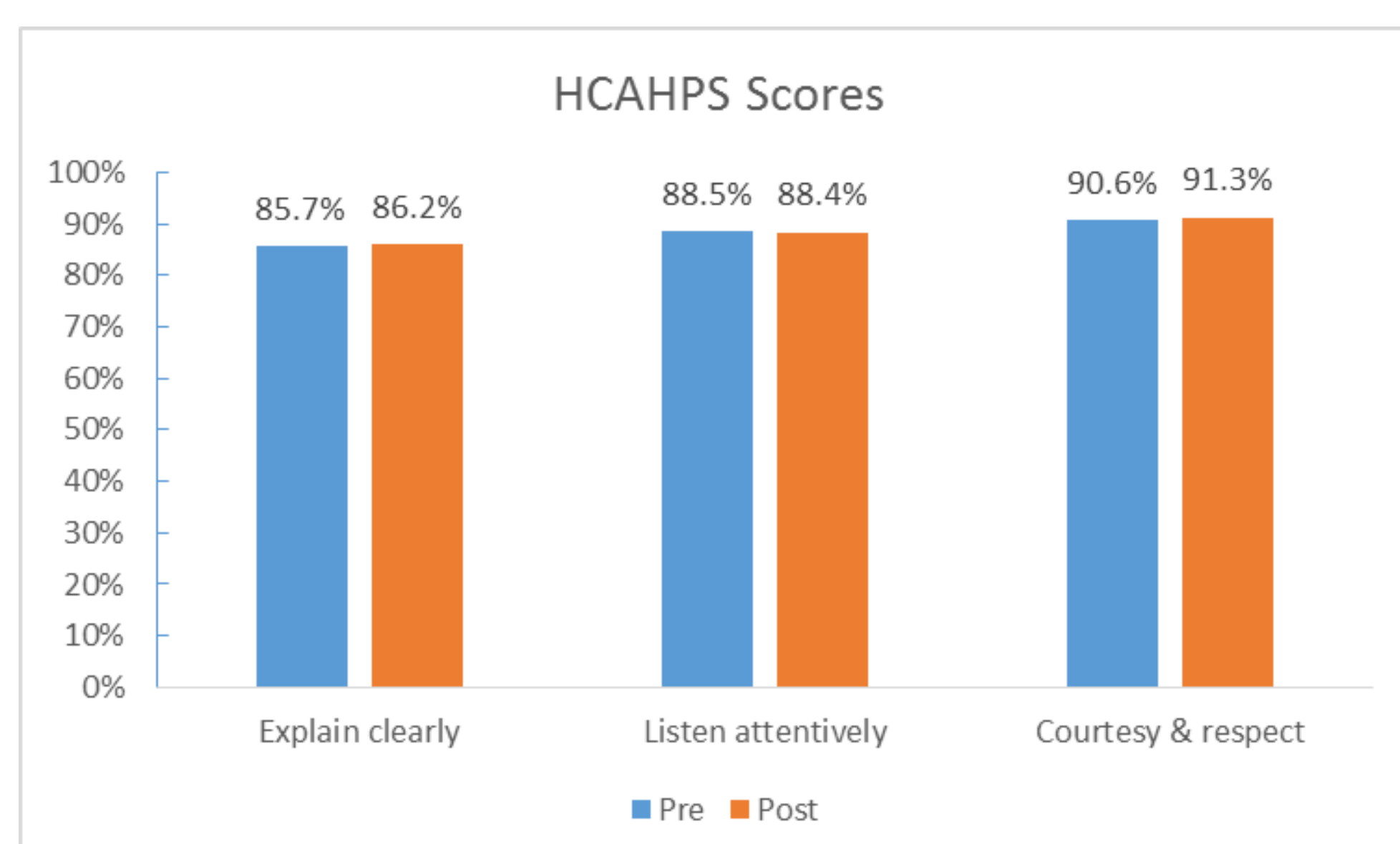
The survey results based on HCAHPS questions showed an improvement in the average scores of specific fields after the training. The average scores in the domain of "explain clearly" improved from 85.7% to 86.2%, while that of "courtesy and respect" improved from 90.6% to 91.3%.

When stratified by specialty visits, Prosthodontics and Paediatric Dentistry's scores improved across all measures, with increments ranging from 1.6% to 13.9%. There were significant improvement in the domains of: "explain clearly" for Periodontics (10.6%); "listen carefully" (13.9%) for Paediatric Dentistry; and "listen carefully" and "courtesy and respect" for Geriatric Special Care Dentistry (9.1%).

Limitations & Recommendations

This preliminary study is limited by its small sample size and short time frame for data collection. To increase reliability and generalizability, further studies could explore expanding the data collection time frame and including a bigger sample size.

Overview



CONCLUSION

Centred on the principles of engagement and empathy, the I-CARE communication model is relevant, effective, and can be generalized to a variety of settings in a variety of conversations.

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