

American College of Acupuncture & Oriental Medicine
Quality Enhancement Plan (QEP) Summary

Proposed QEP topic:

Enhancing communication and assessment to improve students success.

Proposed goals:

To improve student success by improving student communication and Western assessment skills with patients.

Literature Review:

Supports the importance of professionalism and communication skills to build strong doctor-patient relationships.

Hypothesis:

- Excel academically does not always translate to success clinically
- Improved communication and better tracking of patient progress will improve patient care and results, hence increase student success.
- Improved professionalism will increase college's branding

Desired Student Learning Outcomes (SLO):

- SLO1: demonstrate ability to communicate effectively with patients
- SLO2: demonstrate ability to assess patients using Western medical assessments and improved tracking of patient progress.

Methodology:

- develop a training manual for its students prior to entering the clinic
- implement manual into patient communication courses
- update clinic forms to include Likert scales
- modify patient charts to include common Western medical assessments
- update exit exam to include assessment questions

Emphasized Courses:

- PD521 Counseling & Patient Communication
- PD631 Ethics & Clinic Management
- CMWM641L Western Diagnostic Methods
- CL661-664 Clinical Internship
- CL601-604 Problem Based Learning

Rubric measurements must be:

- SMART: specific, measurement, achievable, relevant, and time-oriented

Assessment tools:

SLO1: To demonstrate students' ability to communicate consistently and effectively:

1. **Communication Rubrics:** 90% students will meet $\geq 80\%$ of criteria
2. **Patient Adherence Rubrics:** 90% students will meet $\geq 80\%$ of criteria
3. **Patient Post Treatment Survey:** 90% students will meet $\geq 80\%$ of criteria

SLO2: To demonstrate students' ability to assess patients using Western medical assessment:

1. **Western Medical Assessment:** 90% students will meet $\geq 80\%$ of criteria
2. **Case Studies:** 90% of students meet expectations
3. **Written Exam:** 90% interns will meet $\geq 80\%$ of criteria

Institutional Effort:

- Alignment with our mission and strategic plan
- Fully integrated, applicable to all programs, requires all units from both operations and academic departments to support the QEP goal
- MIWM/MIHL to develop protocols, training manuals, etc.
- MAOM/DAOM to implement plan in class and clinic, where QEP can be demonstrated and measured

Timeline:

If approved by SACS in Spring 2017,

- Implementation starts Summer 2017 with creation of training manual and protocols, obtaining baseline rubric data, transitioning to EHR at the clinic, etc.
- Followed by evaluation every semester, and annually, on above assessments
- Continue process tracking and improving for 5 years.

Invitation to participate:

All ACAOM members (faculty, staff, alumni, students, patients) are welcome to participate at meetings/discussion and/or email suggestions to aguinara@acaom.edu