

E19 End-of-Patient Care Phase Survey

Summary Report



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EDUCATIONAL QUALITY IMPROVEMENT OFFICE

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OVERVIEW OF SURVEY DATA

The response rate of the E19 End-of-Patient Care Phase survey was 73% (199/273), compared to 58% in E18 and 68% in E17. Below is a summary of comparison data between E19 and E18. Following the LCME (Liaison Committee on Medical Education) rule-of-thumb for measuring quality, 80% student satisfaction is used as a benchmark when interpreting the data. Please refer to the full report for additional data.

OVERALL QUALITY RATINGS

PCP Question	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
Overall quality of Patient Care Phase (% Satisfied/Very satisfied)	88	3	
I would recommend UWSOM to undergraduate premedical students (% Yes)	75		3

Note: Students continued to rate the overall quality of Patient Care Phase positively. Three out of four students reported that they would recommend UWSOM to future applicants.

CURRICULUM

PCP Question (% Satisfied/Very satisfied)	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
Specific Topics:			
• Adequacy of education to diagnose disease	95		
• Adequacy of education to manage disease	86		
• Adequacy of education in disease prevention	89		
• Adequacy of education in health maintenance	88		
• Adequacy of education in caring for patients from different backgrounds	74		
		E18 N/A	
Perceived Preparation:			
• My basic science courses prepared me well for clerkships.	73	9	
• My clinical skills training prepared me well for clerkships.	84		1
• Overall, the Foundations Phase prepared me well for clerkships.	82	6	

Note: Newly collected data associated with various educational topics largely established a positive baseline. When looking back at their Foundations Phase training, students reported clinical skills training prepared them well for clerkship; their ratings of basic science courses as preparation for clerkship were lower.

EVALUATION & ASSESSMENT

PCP Question (% Satisfied/Very satisfied)	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
Supervision in required clerkships and other required clinical experiences	86	2	
Mid-clerkship feedback in required clerkships and other required clinical experiences	69	7	
Clinical skills assessment	67		
		E18 N/A	
Fairness of evaluation and performance assessment	50	8	

Note: Students were satisfied with supervision in clerkships. Their satisfactions with other dimensions of evaluation and assessment were low, although both satisfaction with mid-clerkship feedback and fairness of evaluation and performance assessment improved compared to the past year.

FACULTY & ADMINISTRATION

PCP Question (% Satisfied/Very satisfied)	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
Faculty:			
• Faculty are Committed to My Success	81		2
• Responsiveness to Student Feedback:			
○ College/FCM faculty	86	2	
○ UWSOM faculty overall	83	Same as E18	
Administration*:			
• Office of the Associate Dean for Student Affairs:			
○ Accessibility	71		11
○ Awareness of student concerns	64		9
○ Responsiveness to student feedback	61		9
• Office of the Associate Dean for Curriculum			
○ Accessibility	68		10
○ Awareness of student concerns	64		7
○ Responsiveness to student feedback	66		2

Note: *: Previous LCME accreditation citation.

***Faculty:** Eight out of 10 students believed the faculty were committed to their success. Additionally, students highly rated the responsiveness to student feedback by the College/FCM and the UWSOM faculty.

***Administration:** Student ratings of the central offices of Student Affairs and Curriculum significantly decreased compared to E18.

STUDENT SERVICES

PCP Question (% Satisfied/Very satisfied)	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
Academic Support**:			
• Availability of Academic Advising Services	79		5
• Quality of Academic Advising Services	72	Same as E18	
Career Advising**:			
• Availability of Career Advising Services	92	3	
• Overall quality of Career Advising Services	91	8	
Counseling Services:			
• Availability of Counseling Services	80		1
• Confidentiality of Counseling Services	97	2	
• Quality of Counseling Services	86		5
Wellness Programs and Activities:			
• Availability of Programs to Support Well-being	51		11
• Quality of programs & activities that promote effective stress management, a balanced lifestyle, & overall well-being*	45		8
Financial Aid Services**:			
• Availability of Debt Management Counseling	69		3

PCP Question (% Satisfied/Very satisfied)	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
• Quality of Debt Management Counseling	68	2	
• Overall Quality of Financial Aid Services	73		6
Health Services*:			
• Adequacy of guidance on accessing health care on clinical rotations	31		4
• Problems being excused from clerkship duties to keep healthcare appointments (% Yes)	13	2	
Registration & Scheduling:			
• Availability of Registration & Scheduling staff	46		38

Note: *: Current LCME accreditation citation; **Past LCME citation.

***Core Student Services:** Overall the core student services received positive ratings from the students. While satisfaction with *Academic Advising* decreased slightly compared to E18, satisfactions with *Career Advising* and *Counseling Services* remained high. Satisfaction with quality of Financial Aid Services decreased over the year.

***Wellness Programs and Activities:** Student satisfaction decreased significantly compared to E18.

***Health Services:** Student satisfaction with the guidance the school provided for accessing healthcare remained low. One of 10 students reported problems with being excused from clerkship for seeking healthcare.

***Registration & Scheduling:** Student satisfaction decreased by nearly 40% compared to E18.

LEARNING ENVIRONMENT			
PCP Question (% Agree/Strongly Agree)	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
Overall Environment:			
• The UWSOM provides a supportive culture for learning	77		5
• The UWSOM educational program promotes professional behavior	80		7
• Students are treated in a professional, respectful manner	81		1
• The UWSOM is a comfortable place for students from underrepresented backgrounds to learn medicine	33		12
• The UWSOM is a comfortable place for LGBTQ students to learn medicine	52	4	
Raising Concerns About Learning Environment:			
• I can safely bring forward concerns about the learning environment without fear of reprisal	56		6
• I am satisfied with the outcomes of concerns raised about the learning environment	42		4
Student-to-Student Connection:			
• The diversity within my medical school class enhanced my training and skills to work with individuals from different backgrounds	63	E18 N/A	
• I have a sense of community with other UWSOM students.	69	1	

Note:

***Overall Environment:** Students largely rated the medical school learning environment positively. However, their rating of the learning environment associated with underrepresented students decreased significantly compared to E18.

***Raising Concerns:** Students' perceived safety associated with reporting concerns about the learning environment and satisfaction with the outcome of reporting concerns were low and further decreased over the past year.

***Student to Student Connection:** Students' sense of a community with other medical students was high considering their clinical training across the five-state region.

MISTREATMENT*

PCP Question	UWSOM (%)	% Change from 2021 (>5% shaded)	
		↑	↓
Mistreatment Policy and Reporting Procedure:			
• Aware of the policies regarding mistreatment (%Yes)	95		3
• Know procedures for reporting mistreatment (% Yes)	96		2
• Satisfaction with mistreatment policy at UWSOM (%)	78		12
• Satisfaction with mechanisms to report mistreatment at UWSOM (%)	77		10
UWSOM's Action (% Satisfaction):			
• UWSOM's overall actions on reports of mistreatment	61		10
• UWSOM-initiated activities to prevent and address mistreatment	65		4
Student Mistreatment Experiences (% Once or More):			
• Publicly humiliated	20	7	
• Subjected to unwanted sexual advances	2	2	
• Required to perform personal services	4	3	
• Gender			
o Denied opportunities for training or rewards based on gender	5		2
o Subjected to offensive sexist remarks/names	14	Same as E18	
o Received lower evaluations or grades solely because of gender rather than performance	8		1
• Race and Ethnicity			
o Denied opportunities for training or rewards based on race or ethnicity	2	1	
o Subjected to racially or ethnically offensive remarks/names	8	1	
o Received lower evaluations or grades solely because of race or ethnicity rather than performance	3	Same as E18	
• Sexual Orientation			
o Denied opportunities for training or rewards based on sexual orientation	1	Same as E18	
o Subjected to offensive remarks/names related to sexual orientation	5	3	
o Received lower evaluations or grades solely because of sexual orientation	3	3	
• Subjected to negative or offensive behaviors based on your personal beliefs or personal characteristics other than your gender, race/ethnicity or sexual orientation	13	10	
Reporting Mistreatment:			
• Did you report any of the mistreatment behaviors? (% Yes)	43		5
• Satisfaction with the outcome of having reported the behavior	25		17

Note: *Previous LCME accreditation citation.

***Mistreatment Policy and Reporting Procedure:** Nearly all students were aware of the mistreatment policy and procedure to report mistreatment experiences. However, satisfaction with the policy and reporting procedures decreased significantly compared to the past year.

***UWSOM's Action:** Student satisfactions with the school's overall actions on mistreatment experiences and activities to prevent and address mistreatment were moderate.

***Student Mistreatment Experiences:** Notable areas of increased mistreatment experiences were in public humiliation and negative/offensive behaviors based on personal beliefs and characteristics.

***Reporting Mistreatment:** About one of two students who experienced mistreatment reported the incident. Student satisfaction with the outcome of reporting mistreatment decreased significantly.