

NYU Pilot Study on Primary Care Office Visit: Antibiotics

The study examined the potential utility of two simulated conversations with virtual humans to promote effective communication and collaborative decision-making between healthcare providers and patients in order to improve health outcomes, including the over-prescribing of antibiotics.

Primary care providers (N=35) were affiliated with NYU Langone Medical Center, providing care across four healthcare facilities: Bellevue Hospital, Gouverneur Health, Veterans Affairs NY Harbor Healthcare System's New York Campus, and the NYU Faculty Group Practice. Patients (N=34) were from New York City Health+Hospital Bellevue Ambulatory Care Practice.



Provider feedback based on the one-month follow-up survey:

- 77% reported that the simulation had a positive impact on the way they communicate with patients
- 65% indicated that it helped them have a conversation with patients about antibiotics
- 94% said that they intend to further invite patients to ask questions and participate
- 89% said they would recommend the simulation to other physicians
- 100% said they would recommend it to medical students and residents

Providers also reported that the simulation was a much better learning tool than the standardized patient model, as they felt more comfortable and free to make decisions within the virtual space.

Patient feedback based on the one-month follow-up survey:

- 79% of patients who saw their doctor after completing the simulation reported that it helped them in talking with their doctor
- 87% said they would recommend it to their friends and family
- 97% rated it as a very useful tool saying that it would help them to: be better prepared for a doctor's appointment, increase assertiveness when communicating with their physician, create a treatment plan, and learn specific content about antibiotics

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To view the simulation and learn more please go to www.conversationsforhealth.com

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