

ConverSense

Comprehensive digital solution to enhance doctor-patient communication skills for medical students

Problem

Implicit bias plays a critical role in doctor-patient interactions, significantly influencing patient health outcomes. Such biases, often subconscious, can impact the quality of care delivered, affecting the accuracy of diagnoses, the effectiveness of treatments, and the overall patient experience.

The presence of implicit bias in these interactions not only compromises healthcare quality but also access and equity, leading to disparities that disproportionately affect marginalized groups.

However, currently, there is no formal training or effective medium of feedback present to facilitate enhancement of implicit bias and social signals of medical students.

Solution

We created a comprehensive digital tool that aims to help medical students to understand and improve patient communication skills. We include features that analyze social signal scoring and trend analysis, provides actionable plans, and an educational hub, helping students to gain a comprehensive understanding about their patient interaction.

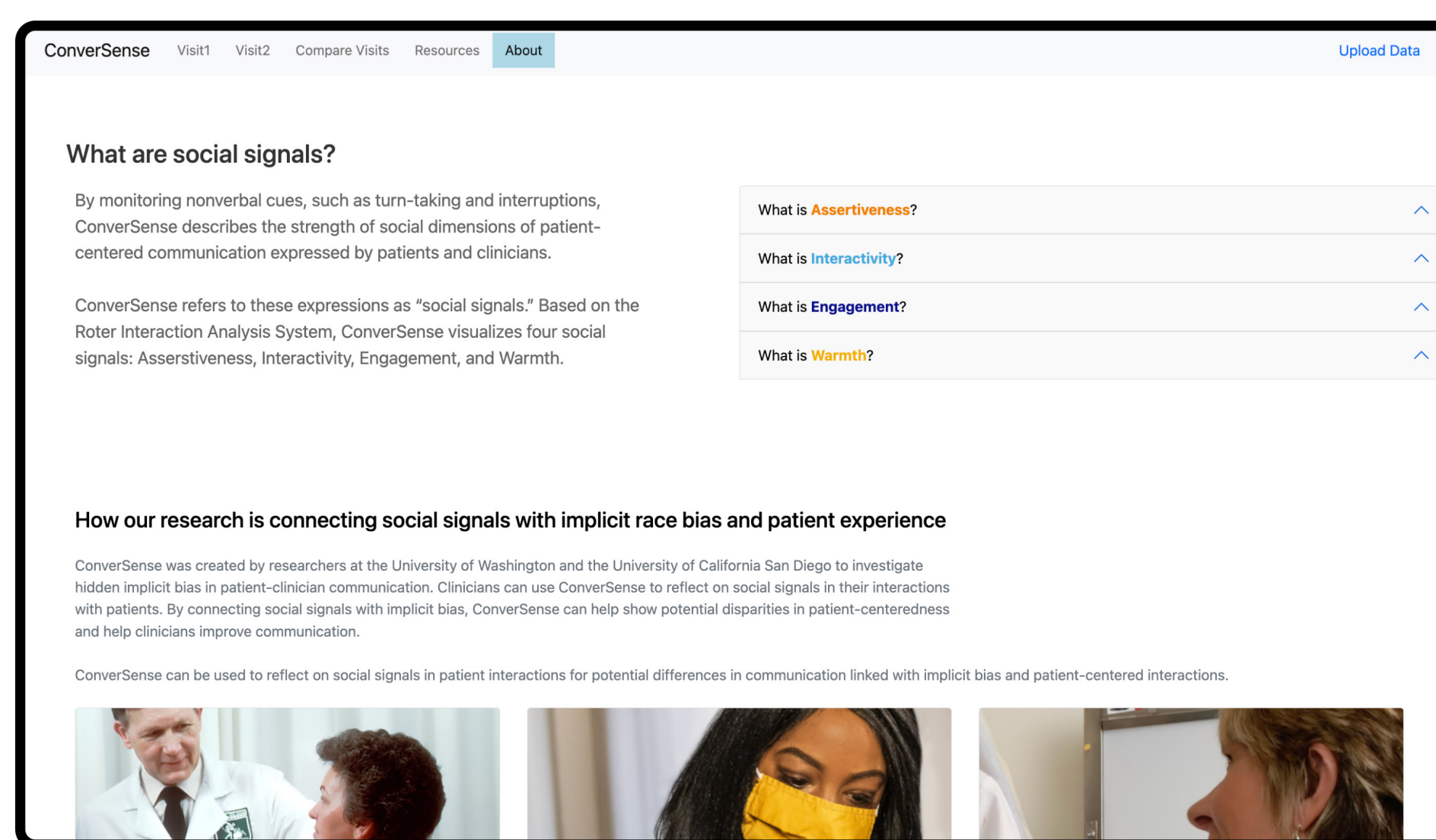
Detailed features include:

1. Data visualization: Enable students to dive deeper to understand detailed performance trends.
2. Compare visits: Enable students to compare different visits and identify difference and improvements.
3. Video playback: Provide contextual insights for students to understand their detailed interactions in Standardized Patient visits.
4. Education resource: Help students to learn and improve their patient interaction skills.

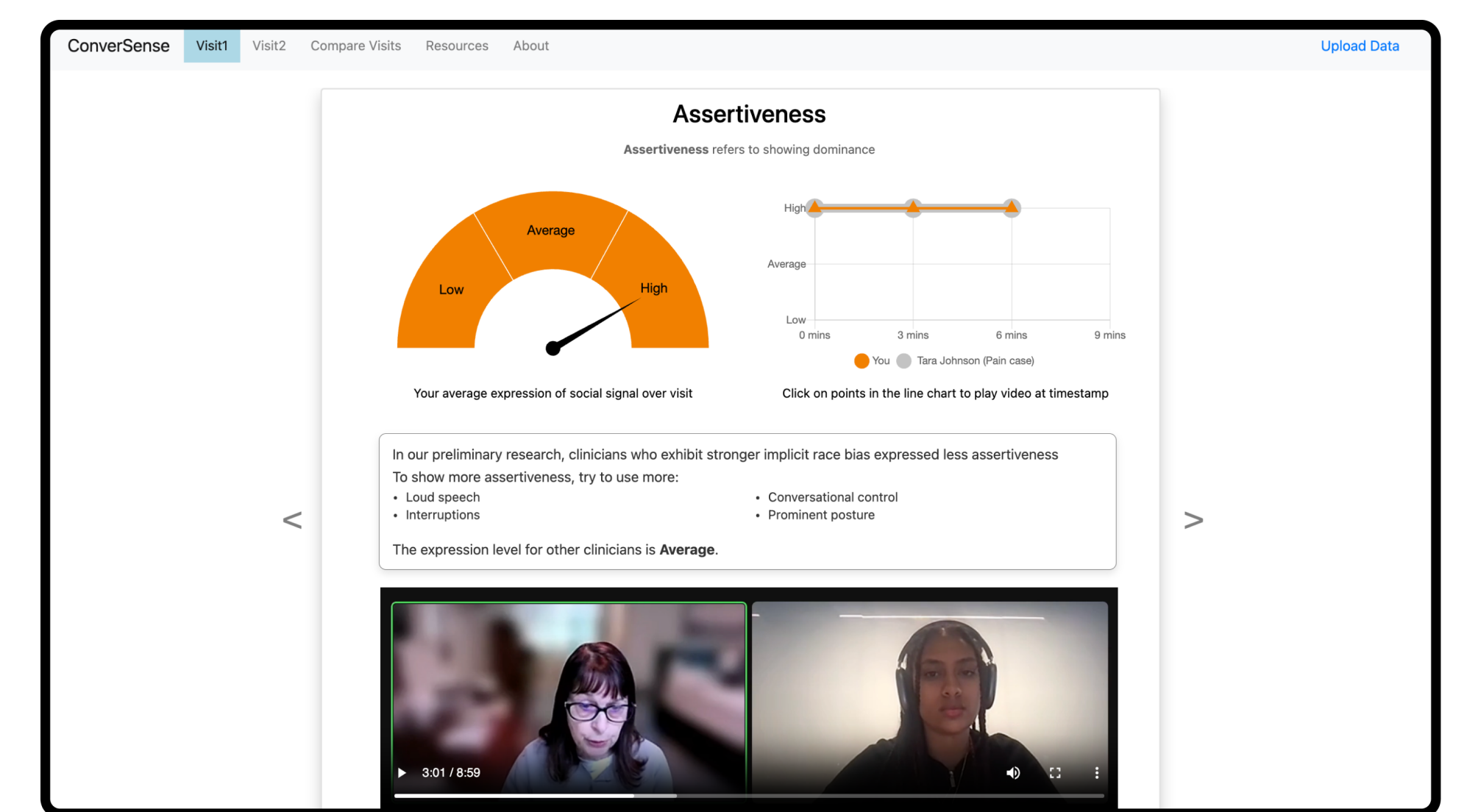
Process

We followed a user-centered approach, our core users are medical students who regularly attend standardized patient (SP) sessions to improve their skills. We conducted user and SME interviews to understand student's frustrations and urgent needs, and consulted a research team to collect insights and advice. During the design and development process, we follow an iterative process, where we regularly check with implicit bias experts, and conduct usability testing and heuristic evaluation to iteratively improve our solution, ensuring the solution is able to align with users' needs.

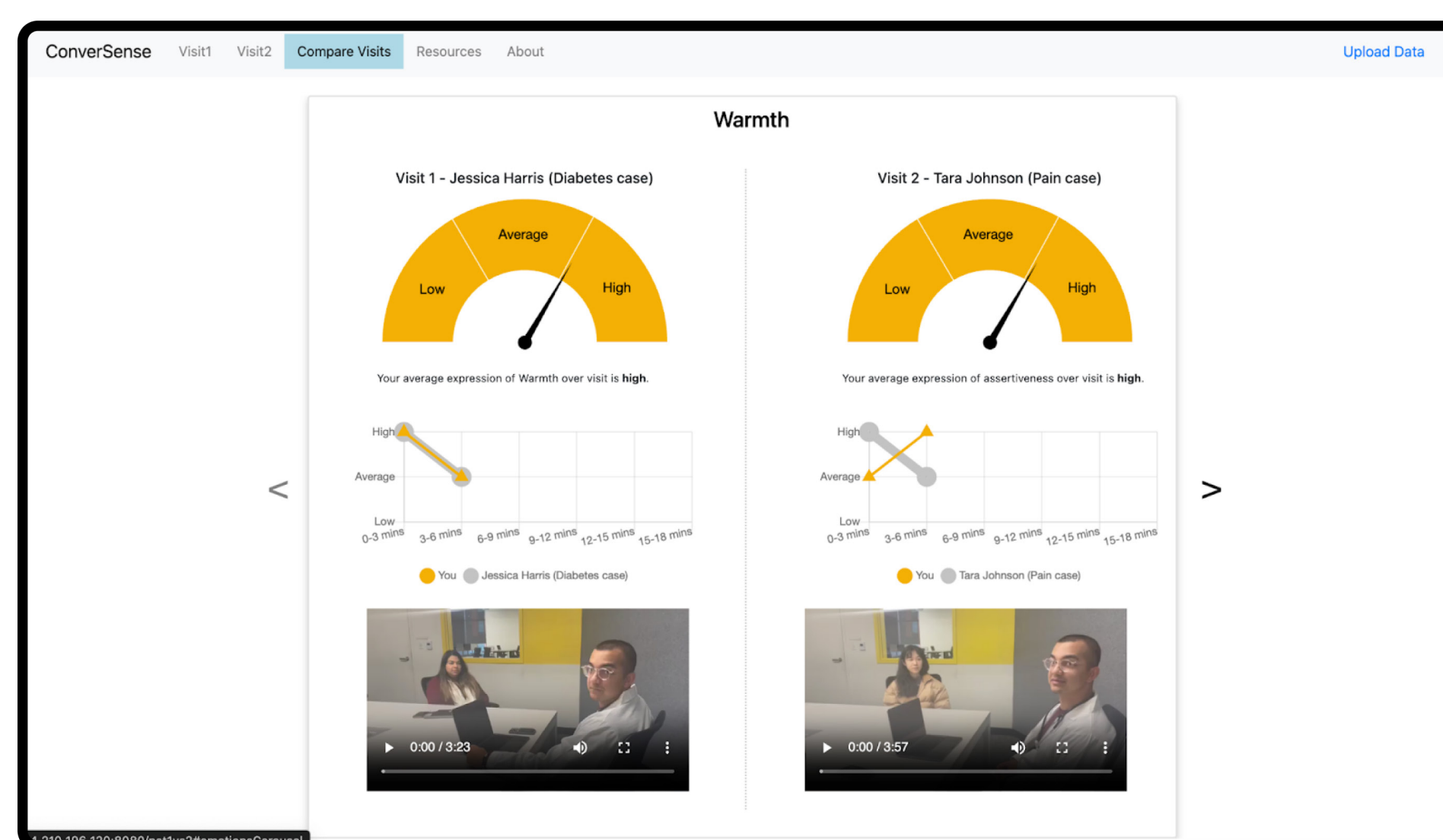
Key Features



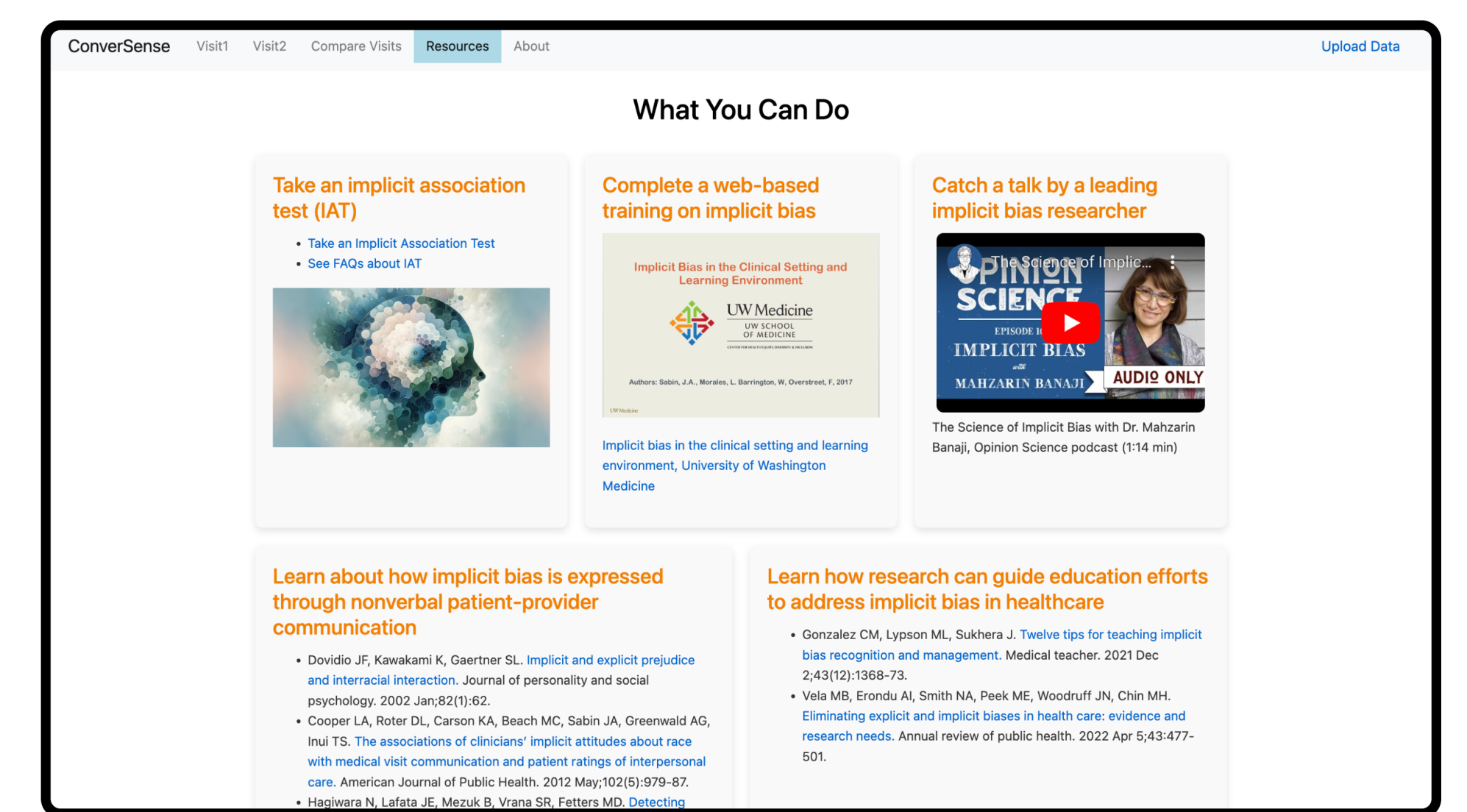
User is able to see comprehensive explanation of social signals and how it is related to implicit bias and patient outcome



User is able to see comprehensive analysis, including score, trends, and video playback related to their performance



User is able to compare different visits' statistics to identify trends and understand their improvements.



User is able to view educational resources to learn and improve.

Software Architecture

