

# **E18 End-of-Patient Care Phase Survey Report**



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## **EDUCATIONAL QUALITY IMPROVEMENT OFFICE**

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## End-of-Patient Care Phase Summary Findings

168 E18/MS3 students completed the Patient Care Phase survey in the spring of 2021 (62% response rate vs. 68% for E17). Key findings in this report are compared with the previous year's survey of E17 students.

**Overall Training and Faculty:** Students rated their overall training experiences positively (85% satisfaction with quality of Patient Care Phase) including faculty members' responsiveness to student feedback and their commitment to student success (83% for both).

**Learning Environment and Mistreatment:** Students also experienced the learning environment as supportive (82% agreement), professional (87%), and promoting respectful treatment of students (82%). On the other hand, they rated the learning environment lower as a comfortable place for underrepresented (45%) and LGBTQ (48%) students. They reported notable decreases in public humiliation and offensive sexist remarks as mistreatment behaviors compared to E17 students (13% vs. 22%, 14% vs. 20%, respectively).

**Student Services:** Quality of key student services received higher satisfaction ratings than the past year: academic advising from Academic Learning Specialists (61% vs. 72%); career advising services (79% vs. 83%); counseling services (80% vs. 91%); and financial aid services (70% vs. 79%).

## General Education & Training

Survey Question (% Agree/Strongly Agree)	UWSOM (%)	% Change from E17 (>5% shaded)	
		↑	↓
Overall quality of Patient Care Phase (% Satisfied/Very satisfied)	85	-	4
My basic science courses prepared me well for clerkships	65	6	-
My clinical skills training prepared me well for clerkships	85	4	-

## Faculty & Administration

Survey Question (% Satisfied/Very satisfied)		UWSOM (%)	% Change from E17 (>5% shaded)	
			↑	↓
Clerkship faculty: Responsiveness to student feedback on clerkships		83	6	-
UWSOM faculty overall: Responsiveness to student feedback on clerkships		83	6	-
Office of the Associate Dean for Student Affairs	Accessibility	82	3	-
	Awareness of student concerns	73	10	-
	Responsiveness to student feedback	70	-	1
Office of the Associate Dean for Curriculum	Accessibility	78	8	-
	Awareness of student concerns	71	1	-
	Responsiveness to student feedback	68	3	-

## Evaluation & Assessment

Survey Question (% Satisfied/Very satisfied)	UWSOM (%)	% Change from E17 (>5% shaded)	
		↑	↓
Mid-clerkship feedback in required clerkships and other required clinical experiences	62	10	-
Fairness of evaluation and performance assessment	42	-	6

## Student Services

Survey Question (% Satisfied/Very satisfied)		UWSOM (%)	% Change from E17 (>5% shaded)	
			↑	↓
Academic Support & Tutoring	Accessibility of Academic Learning Specialist(s)	84	14	-
	Quality of Academic Advising from Academic Learning Specialist(s)	72	11	-
	Accessibility of tutoring	94	3	-
	Quality of tutoring	88	6	-
Career Advising	Accessibility of Career Advising Services	89	-	4
	Overall quality of Career Advising Services	83	4	-
Counseling Services	Accessibility of Counseling services	81	-	10
	Overall quality of Counseling services	91	11	-
	Availability of programs to support student well-being	62	-	16
	Quality of programs and activities that promote effective stress management, a balanced lifestyle, and overall well-being	53	-	17
Financial Aid	Quality of debt management counseling	66	25	-
	Overall quality of financial aid services	79	9	-
Healthcare Services	How to access health care during clinical training	35	8	-
	Did you have problems being excused from clerkship duties to keep health care appointments?	10	1	-
Service Learning	Did you participate in UWSOM service learning activities during the Explore & Focus Phase? (% Yes)	46	-	6
	Opportunities for UWSOM service learning projects and non-UWSOM community service activities	60	5	-

## Learning Environment

Survey Question (% Agree/Strongly Agree)	UWSOM (%)	% Change from E17 (>5% shaded)	
		↑	↓
The UWSOM provides a supportive culture for learning	82	3	-
The UWSOM educational program promotes professional behavior	87	-	-
Students are treated in a professional, respectful manner	82	2	-
The faculty are committed to my success	83	3	-
The UWSOM is a comfortable place for students from underrepresented backgrounds to learn medicine	45	-	2
The UWSOM is a comfortable place for LGBTQ students to learn medicine	48	4	-
I would recommend UWSOM to undergraduate premedical students	78	-	5

## Mistreatment

Survey Question (% Satisfied/Very satisfied)		UWSOM (%)	% Change from E17 (>5% shaded)	
			↑	↓
Aware of the policies regarding mistreatment of medical students (% Yes)		98	4	-
Know procedures for reporting mistreatment of medical students (% Yes)		98	8	-
Mistreatment policy at UWSOM		90	15	-
Mechanisms to report mistreatment at UWSOM		87	10	-
UWSOM's overall actions on reports of mistreatment		71	16	-
UWSOM-initiated activities to prevent and address mistreatment		69	15	-
Did you report any of the listed behaviors? (% Yes)		48	9	-
How satisfied are you with the outcome of having reported the behavior?		42	2	-
Students who experienced any mistreatment behavior (%)		31.3	-	7.9
Mistreatment Behaviors	Publicly humiliated	13.2	-	8.7
	Required to perform personal services	0.6	-	5.1
	Subjected to unwanted sexual advances	0.0	-	3.1
	Denied opportunities for training or rewards based on gender	6.9	0.2	-
	Received lower evaluations or grades solely because of gender	9.4	2.1	-
	Subjected to offensive sexist remarks/names	13.8	-	5.9
	Subjected to racially or ethnically offensive remarks/names	6.9	-	1.0
	Subjected to other negative/offensive behaviors	2.5	-	8.4