

**Objective Structured Clinical Exams
(OSCEs)
Increasing Awareness and Improving
Dental Professionals' Skills to
Manage Cases of Domestic Violence**



Karin Quick, DDS, PhD
University of Minnesota School of Dentistry
quick003@umn.edu

Rationale

- Head, neck, and facial injuries are common physical signs of domestic violence
- Dental professionals are often asked to treat these injuries

What is an OSCE?

- Objective
 - Students are assessed but not graded
- Structured
 - Feedback is formative not summative
- Clinical
- Exam
 - In our case, the 'E' is for Experience

Why a Standardized Patient OSCE?

- A Controlled Context
- The Reality Factor
- A Safe Environment

A Controlled Context

Students' practice of communication and decision-making skills in a controlled environment fosters learning and allows assessment of the educational process

The Reality Factor

Using standardized patients in an OSCE format allows student to practice decision-making and communication skills in as realistic a context as possible

A Safe Environment

- A simulated environment is a safe environment
- High stakes
- Low occurrence
- Miscommunications are opportunities for learning

Who are our standardized patients?

- Specially trained lay actors
- Trained to respond to the students within a range of prescribed behaviors
- Trained to give feedback to the students
- Most have been involved in many different scenarios in healthcare

The Case

Andrea Bennet

The Patient Presents ...

- Chief Complaint:
"I fractured two front teeth"
- Other injuries:
Aging bruise to left eye
History of jaw trauma (rollerblading fall)
- Patient Affect:
Quiet
Doesn't make eye contact often
Agitated

The Encounter 1



The Encounter 2



The Patient's Feedback



We have the encounter to get to the debriefing

This is where it gets interesting and everyone learns

Group Debriefings


- Adjectives
- Positives
- Changes
- Take-home points

Adjectives




- Awkward
- Uncomfortable
- Interesting
- Fun
- Helpful
- Surprising
- Good
- Difficult
- Scary
- Realistic

Positives



- Trying to get the patient to talk
- Draw from non-verbal cues
- Good to experience outside an actual patient
- Good actors – realistic
- Listening to the patient
- Like real life
- Felt real after initial awkwardness

Changes



- More time for feedback
- Instruments and gloves
- Give the observer case information

Take-home points

- Compromising situations happen
- Listening is important
- Ensure confidentiality
- Have a system to think about referral
- Concern for the patient/empathy

Student Comments

What did you learn from your OSCE experience today?

- "That when put in an unexpected situation I can handle myself reasonably"
- "How to approach difficult and sometimes uncomfortable situations"

It does not stop here.

Hindsight is 20/20 ...

- Self-reflection takes time
- Debriefing with good judgment
- One-on-one feedback with distance is an important part of the learning process

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Both faculty and students find the one-on-one feedback useful



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Questions?

Thank you!

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