

# **Objective Structured Clinical Exams (OSCEs)**

**Increasing Awareness and Improving  
Dental Professionals' Skills to  
Manage Cases of Domestic Violence**



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A decorative graphic at the top of the slide consists of two rows of circles. The top row has a solid light purple circle on the left and an outlined light purple circle on the right. The bottom row has a solid light purple circle on the left, an outlined light purple circle in the middle, and a solid light purple circle on the right. The word "Rationale" is written in bold black text, with the first circle of the top row partially overlapping the letter 'R'.

# 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
- Structured
- Clinical
- Exam
- Students are assessed but not graded
- Feedback is formative not summative
- 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

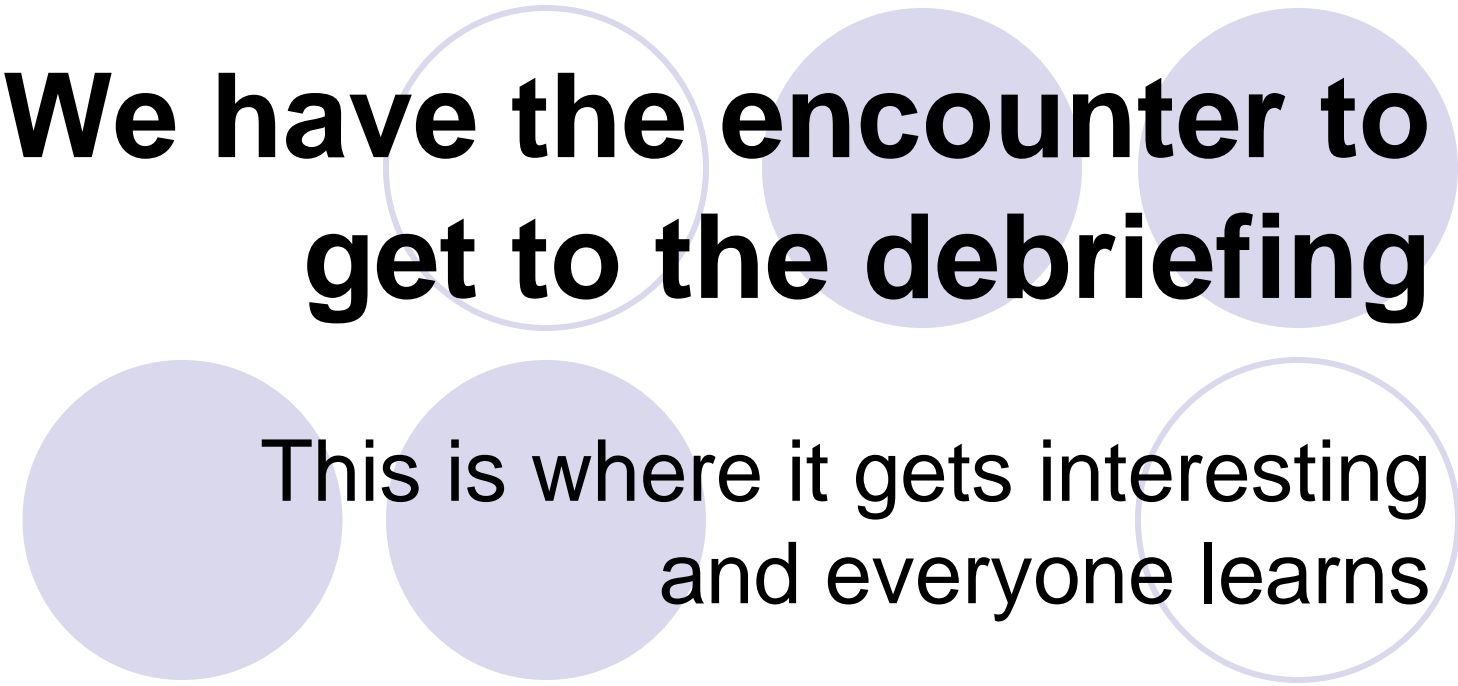


# The Encounter 2



# The Patient's Feedback



The slide features five light purple circles arranged in two rows. The top row has three circles, and the bottom row has two circles. The text is overlaid on these circles.

**We have the encounter to  
get to the debriefing**

This is where it gets interesting  
and everyone learns

# Group Debriefings



- Adjectives

- Changes

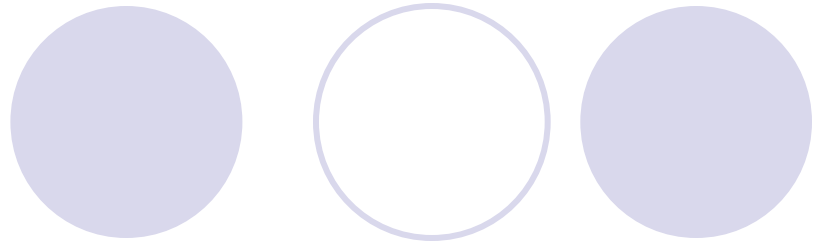
- Positives

- 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

**Thank you, American College of Dentists  
and International College of Dentists**

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



# Acknowledgements



- Dr. Jane Miller
- Interprofessional Educational Resource Center (University of Minnesota Academic Health Center)
- Students
- Patients
- American College of Dentists/International College of Dentists

The slide features five light purple circles of varying sizes and positions. One circle is empty and contains the word 'Questions?'. Two other circles are empty and contain the text 'Thank you!'. The remaining two circles are solid purple. The circles are arranged in a scattered pattern across the slide.

# Questions?

Thank you!

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