

Impact of Learners on Urgent Care

David Skoglund, MD MS
Children's Mercy Kansas City



Background

- The Organization for Urgent Care Health (OUCH) reported that 94% of pediatric urgent care facilities hosted trainees¹
- The number of trainees in these facilities is likely to increase due to rising demand for outpatient pediatric training opportunities
- As these learners are part of the care team, their effect on patient experience ratings requires evaluation

¹Cohen M, Lee B, Montalbano A. "Organization for Urgent Care Health (OUCH) Database: 2017 Data", unpublished data

Objective

- Evaluate the impact of learner presence on patient experience scores

Methods

- Inclusion: Urgent care encounters in the Children's Mercy Kansas City urgent care system in calendar years 2018-2019 with completed patient experience surveys
- Overall rating: "How would you rate this visit?" [0-10]
- Encounters were stratified by presence/absence of learners based on provider shift data
- Examined the relationship between learner presence and experience score using Pearson chi-square and multivariate regression models
 - Adjusted for tests performed, calendar quarter, and standardized length of stay (LOS)

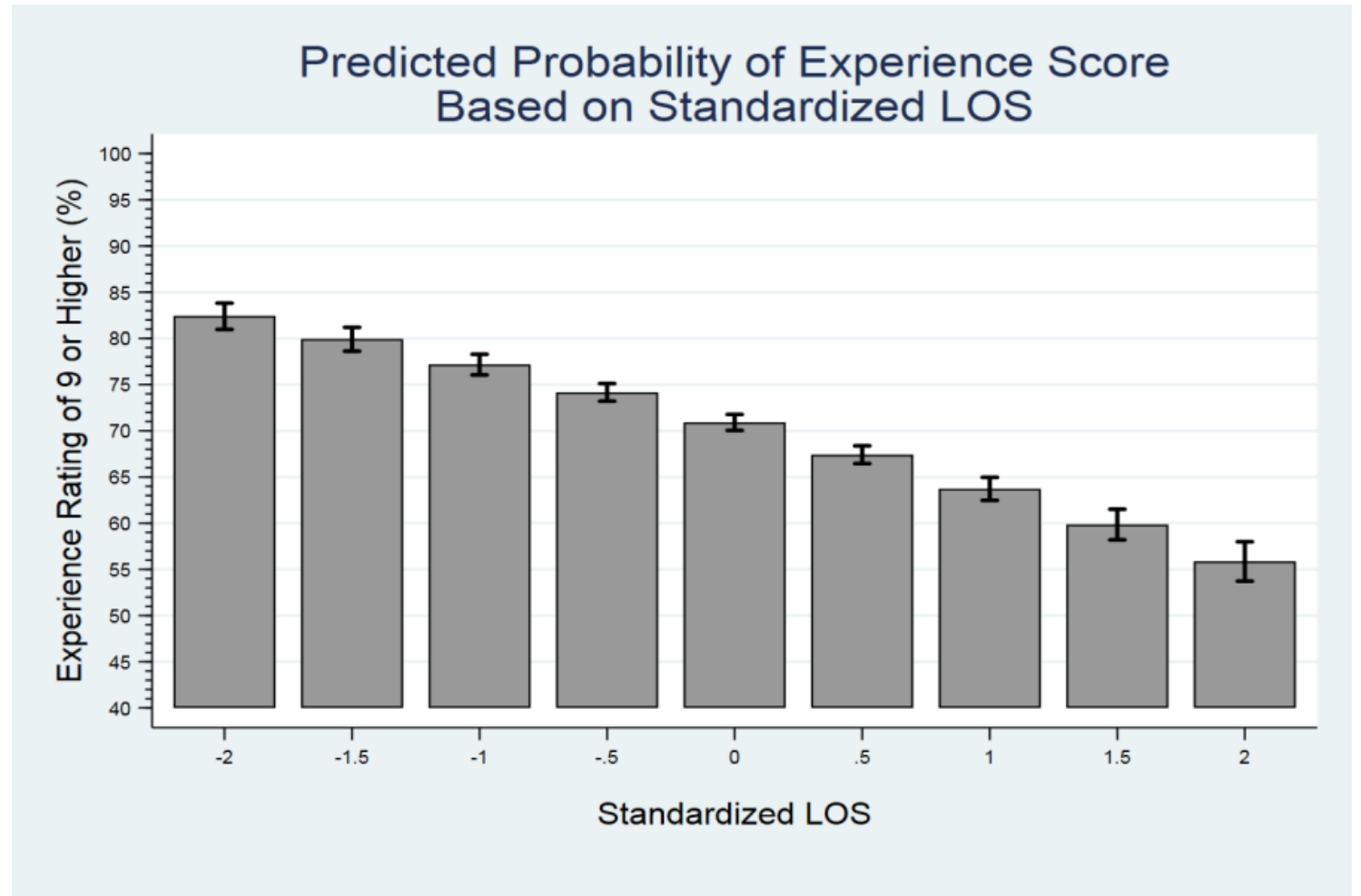
Results

- Learner presence did not significantly change as experience score increased (p-value 0.5425)

Experience Score	0-6	7-8	9-10
Learner Prevalence	4.7%	5.1%	5.3%

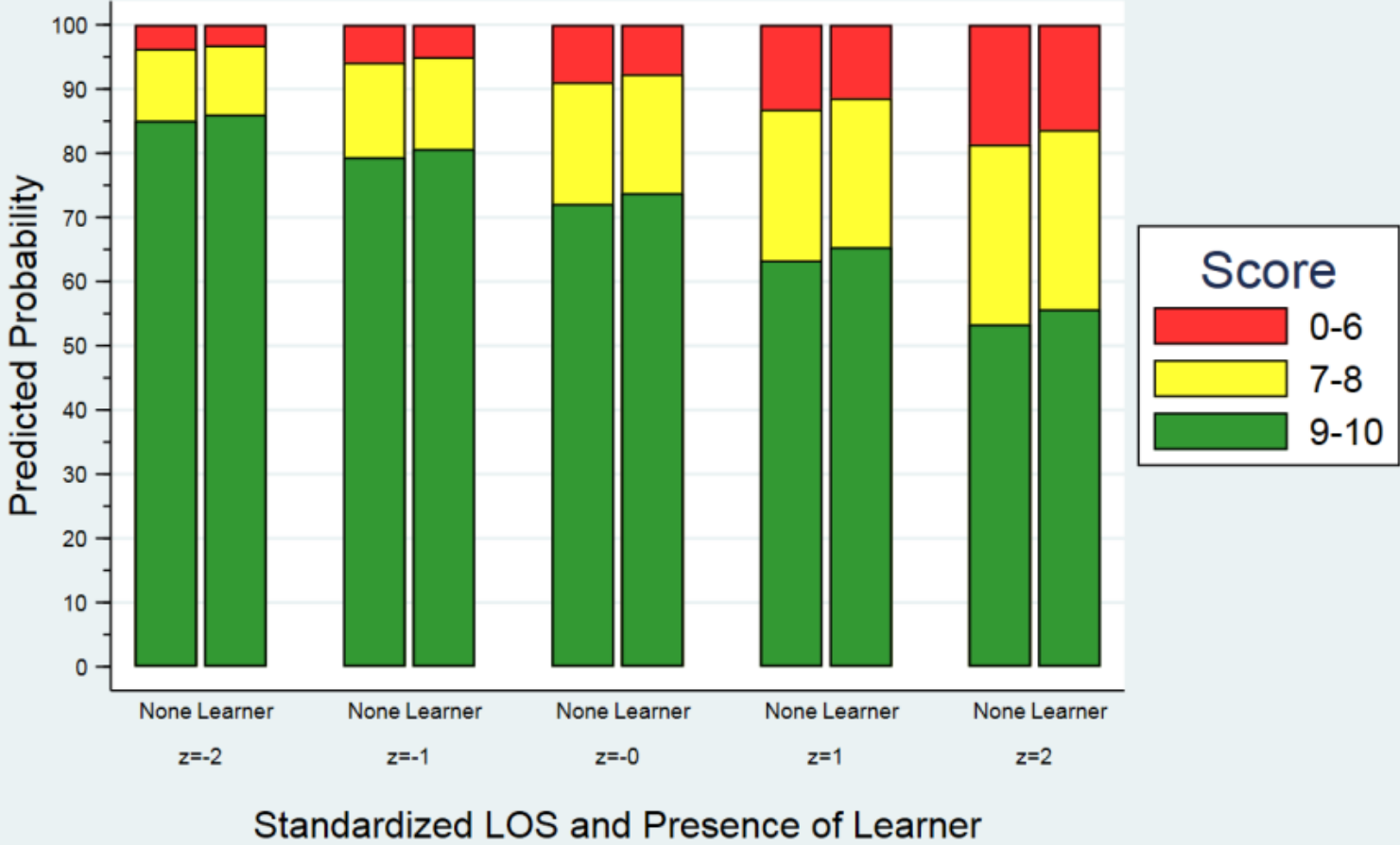
Results

- Shorter length of stay (LOS) was associated with a greater likelihood of a score of 9 or 10 (OR 1.50; 95%CI 1.44, 1.56; p-value <0.0001).



Results

Experience Score Probabilities Stratified by Learner Presence and LOS



Learner Impact on Urgent Care

- Learner presence does not negatively impact experience scores
- Shorter urgent care visits are correlated with higher experience scores
- Additional work will include stratifying learners by their training level
- Further study will be needed to determine the impact of learner presence on provider efficiency and LOS



Children's Mercy
KANSAS CITY