

The INTERACT TRIAL

BACKGROUND

People with communication disabilities (CD) represent 14% of the United States adult population. People with CD have higher rates of healthcare utilization and worse health and healthcare outcomes than people without disabilities. A key factor affecting quality of care for people with CD is poor patient-provider communication.

GOAL OF STUDY

Increase primary care providers' use of communication strategies to improve the quality of their communication with patients with CD.

HOW

We compared the effectiveness of two interventions:

Intervention A:

Virtual training modules for health care teams on using evidence-based communication strategies with patients with CD.

Intervention A + B:

In addition to the team training, patients completed and presented the Interact Tool to the provider during the clinical visit. The Interact Tool included the patient's top three preferred communication strategies.

The Interact Tool

Please select **three** strategies across all sections on this page that you want the provider to use today.

Look at me when either you (the provider) or I are talking.	
<input checked="" type="checkbox"/>	Look at me when either you (the provider) or I are talking.
When you, the provider, are talking	
<input type="checkbox"/>	Use words that are respectful and appropriate for my age.
<input type="checkbox"/>	Speak in short phrases and sentences.
<input type="checkbox"/>	Ask questions that I can answer with Yes or No.
<input checked="" type="checkbox"/>	Speak clearly and at a medium pace.
<input type="checkbox"/>	Frequently check that I understood what you said.
<input checked="" type="checkbox"/>	If I do not understand, rephrase what you said.
<input type="checkbox"/>	Let me know when you are switching topics.
<input type="checkbox"/>	Use printed words or pictures for me to point to when answering questions.
<input type="checkbox"/>	Write down key words.
<input type="checkbox"/>	Use meaningful gestures.

STUDY SITES



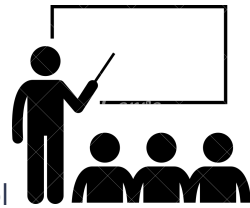
Eight primary care clinics across 5 locations

- University of Colorado Denver (Primary Site): Denver, CO
- Denver Health: Denver, CO
- University of Illinois Chicago: Chicago, IL
- University of Michigan: Ann Arbor, MI
- Mayo Clinic: Rochester, MN

RESULTS

BY THE NUMBERS

- 687** Total unique patients with CD enrolled
→ **468** Intervention A: Health care team training
→ **219** Intervention A+B: Health care team training + Interact Tool
- 47** Primary Care Providers enrolled
- 150** Clinicians and staff trained



Patients were enrolled from January 2022 through July 2023.

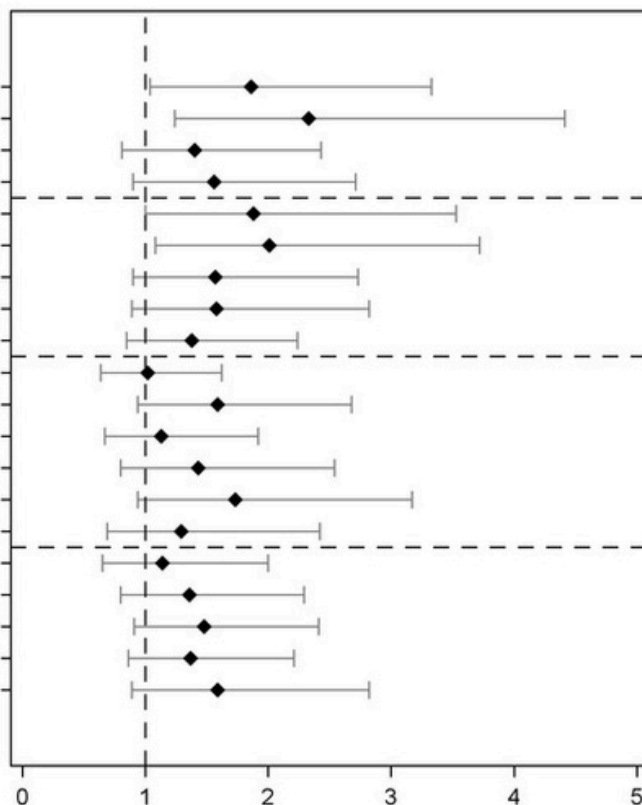
FINDINGS

- Compared to patients who did not use the Interact Tool, patients who used the tool reported higher perceptions of their provider:
 - Respecting them
 - Paying attention
 - Letting them talk without interruptions
- Patient-reported quality of health was not statistically significant across the two intervention arms.
- Both patients and providers reported high satisfaction with the Interact Tool and reported an interest in continuing to use it.

The Communication Assessment Tool

The provider I saw today:

1. Greeted me in a way that made me feel comfortable.
2. Treated me with respect.
3. Showed interest in my ideas about my health.
4. Understood my main health concerns.
5. Paid attention to me.
6. Let me talk without interruptions.
7. Gave me as much information as I wanted.
8. Talked in terms I could understand.
9. Checked to be sure I understood everything.
10. Encouraged me to ask questions.
11. Involved me in decisions as much as I wanted.
12. Discussed next steps, including any follow-up plans.
13. Showed care and concern.
14. Spent the right amount of time with me.
15. Was polite.
16. Had a reassuring attitude
17. Expressed interest in me by listening and encouraging me to express my problems.
18. Explained my health problems to me clearly and completely.
19. Took a complete history of my problem.
20. The provider's staff treated me with respect.



FOR MORE INFORMATION ABOUT THE INTERACT TRIAL, CONTACT DR. MEGAN MORRIS AT MEGAN.MORRIS@NYULANGONE.ORG OR LEARN MORE AT DISABILITYEQUITYCOLLABORATIVE.ORG

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