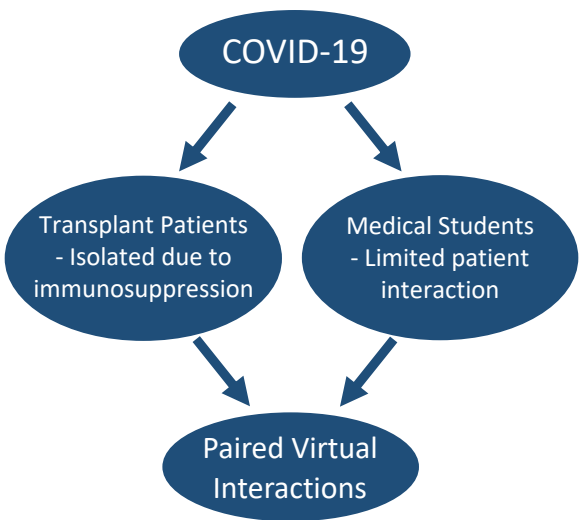


Virtual Transplant Patient-Student Interactions due to COVID-19: The Patient Perspective

Trevor J McBroom, BS¹; Taylor M Coe, MD²; Karen Regan, BA³; Stephen Bartels, MD, MS⁴; Noelle Saillant, MD²; Heidi Yeh, MD²; Emil Petrusa, PhD²; Leigh Anne Dageforde, MD, MPH²

¹Harvard Medical School; ²Department of Surgery, Massachusetts General Hospital; ³Transplant Center, Massachusetts General Hospital; ⁴The Mongan Institute, Boston, MA

Introduction & Methods



- Patients surveyed after their interaction (8 patients responded, 57%)
- Virtual focus group completed (10 patients)
- Survey responses and focus group transcript analyzed using inductive content analysis

Results

“It proved to be **cathartic** for me. While exploring my experience in great detail, which I seldom do, I had an **insight** into how it affected me.”

“...for the families of donors to tell them when they **donate**, they don't just change one life, they **change thousands of lives for the better.**”

“...the difference that **intentional, clear communication and empathy** can make for the patient.”

“I came away from the experience feeling like **I got way more than I gave.**”

Conclusion

Amid pandemic restrictions, we implemented virtual patient visits that were well-received and mutually beneficial for students and patients. Patients enjoyed sharing their stories and felt empowered to educate future physicians. Ultimately, this novel program demonstrates that providing opportunities for virtual student-patient interaction is a promising approach to engage patients moving forward.



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