Interactive Group Session: Patient Education Challenges and Resources

Facilitator: Nancy Miller, MBA, CPF, Stratis Health
Patient Satisfaction and Pressure

**Challenge:** Patient and parent expectation and demand for obtaining antibiotics to treat upper respiratory conditions are a common challenge reported from ambulatory care providers.

**Question:** What strategies, tools or education pieces have you and your colleagues employed to manage this challenge?
Time Constraints

Challenge: Lack of time to explain and educate the patient or parent is another challenge for providers in a busy outpatient setting.

Question: What has your practice done to address this challenge? What ideas do you have to address this challenge?
Diagnostic Uncertainty

**Question:** Do you agree with this statement?

*Physicians perceive the risk of undertreating a patient to be greater than the risk from unnecessary antibiotic use.*

**Discuss**
Externalized Responsibility

To what extent do you believe that antibiotic overuse is more of a problem in other settings, such as nursing homes and acute care hospitals?

What evidence do you have for this belief?
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