

Standardized Clients in Audit Education

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Standardized Patients in Medical Education

- Developed by Barrows in the 1960s
- Medical students focused only on technical knowledge
- Residents often performed very poorly with patients
 - Poor interpersonal skills
 - Rough examinations
- SPs now widely used
 - Active learning in med school
 - Step 2 Clinical Skills test in medical licensing exam

What Are Standardized Patients?

- **Actors** hired to portray patients with various conditions
- Training includes physical and behavioral symptoms as well as history
- Student groups interview and examine patient, evaluate lab results, etc.
- SP provides multi-dimensional feedback
 - Direct feedback to students about bedside manner
 - Checklist on technical matters completed for instructor
 - Written evaluation of communication issues given to instructor

Developing Cases for Standardized *Clients*

- Develop audit cases involving multiple client personnel
- Focus on aspects of the audit that cannot be replicated in a paper-and-pencil or computer-based audit simulation
 - Control weaknesses
 - Erroneous PBC schedules
 - Missing information from schedules

How to Use Standardized Clients

- Student groups interview Standardized Client personnel
- Actors will need to be conversant in business jargon
 - Local business people
 - Alumni who want to be involved at the college
 - Graduate business students
- Groups can take time-out and time-in to confer on the direction of questioning
 - Improves the likelihood of good follow-up questions
 - Mitigates the dysfunction of dominant students

Evaluation of student performance

- Students prepare written or oral report for owners or management group
- Owners / managers are also SCs, trained to evaluate students
- Better cases allow for students to follow the wrong leads
- Students should be evaluated on quality of output *as well as* quality of interpersonal skills
 - Checklists for technical questions they should ask
 - Rubrics for interpersonal and communication skills
 - Evaluation by all SCs involved in the simulation