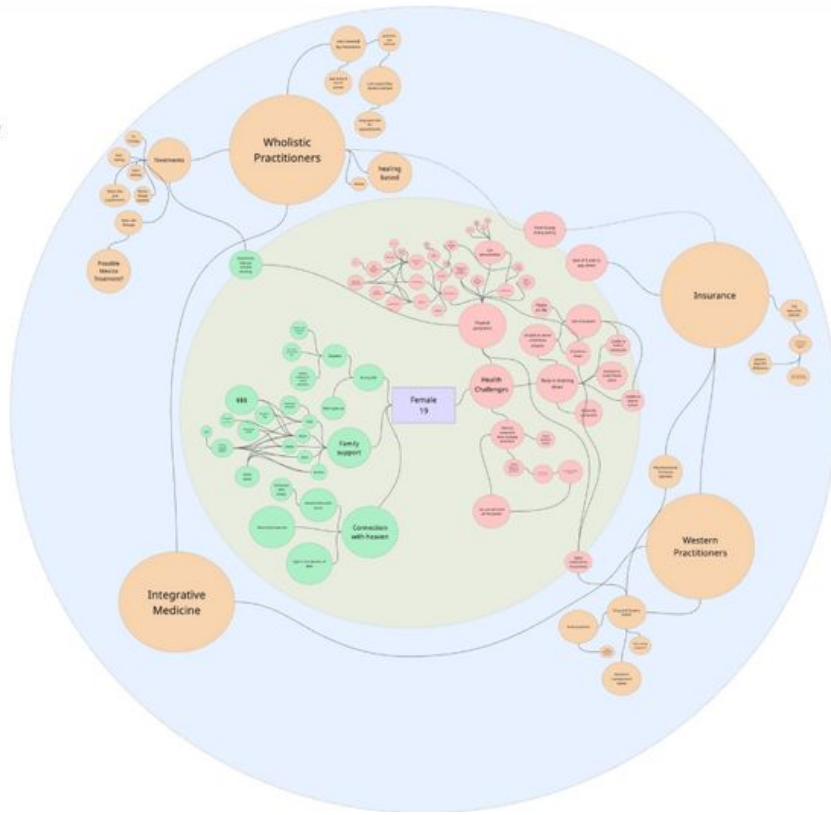




INEFFECTIVE PATIENT-PROVIDER COMMUNICATION AMONG YOUNG-ADULTS WITH CHRONIC ILLNESSES IN UTAH

Past

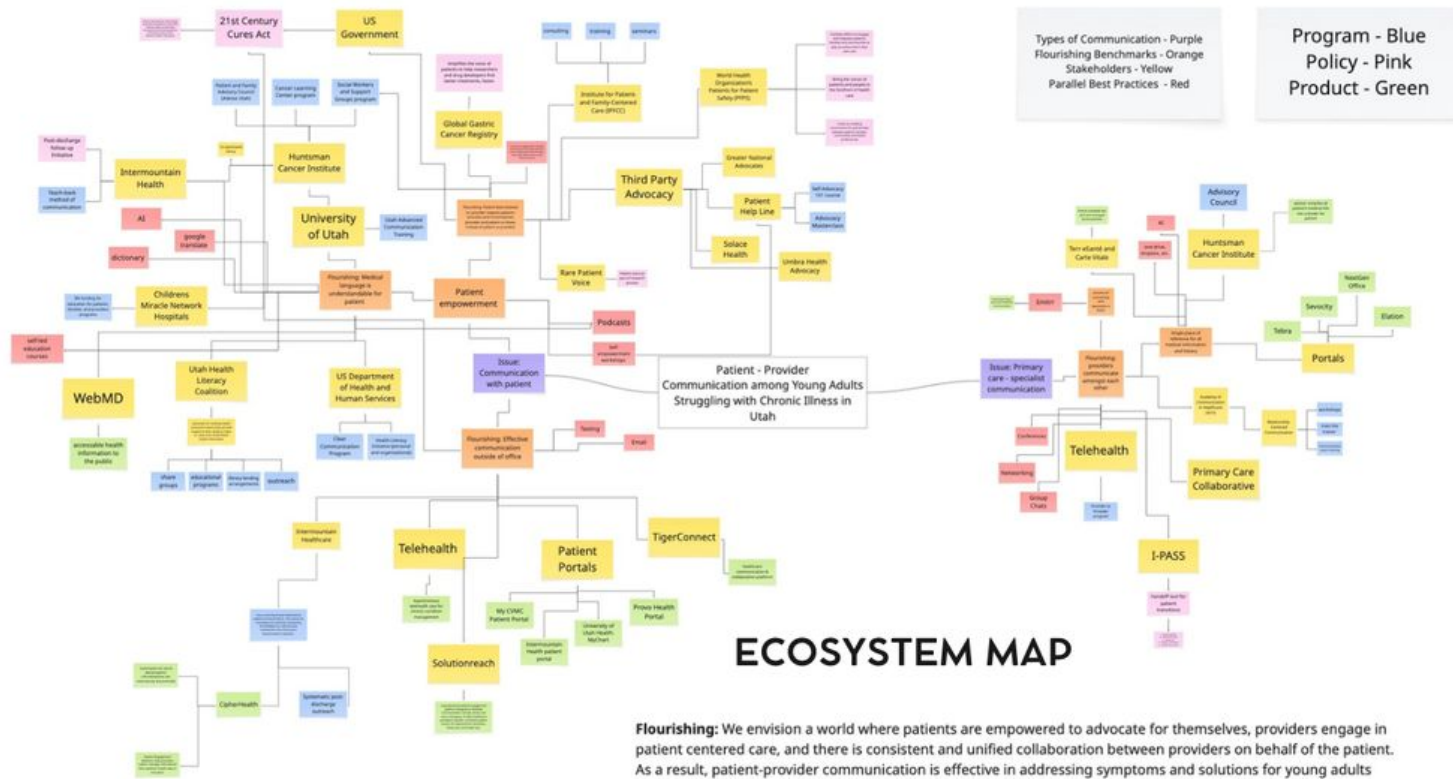
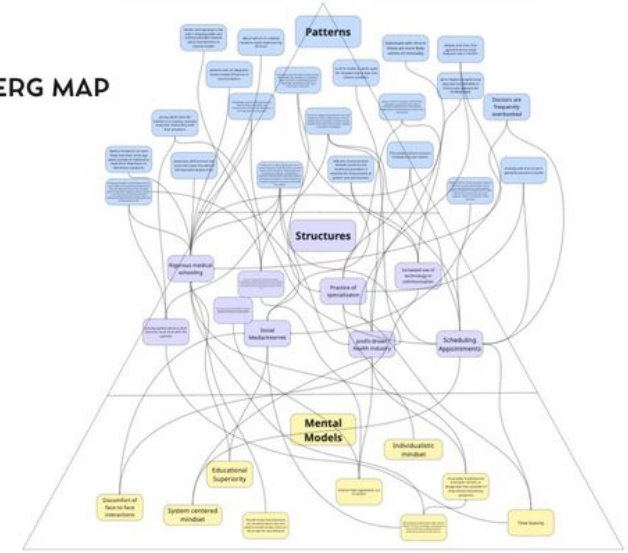
ISAM
INDIVIDUAL SITUATION ASSESSMENT MAP



TRIANGULATED ISSUE

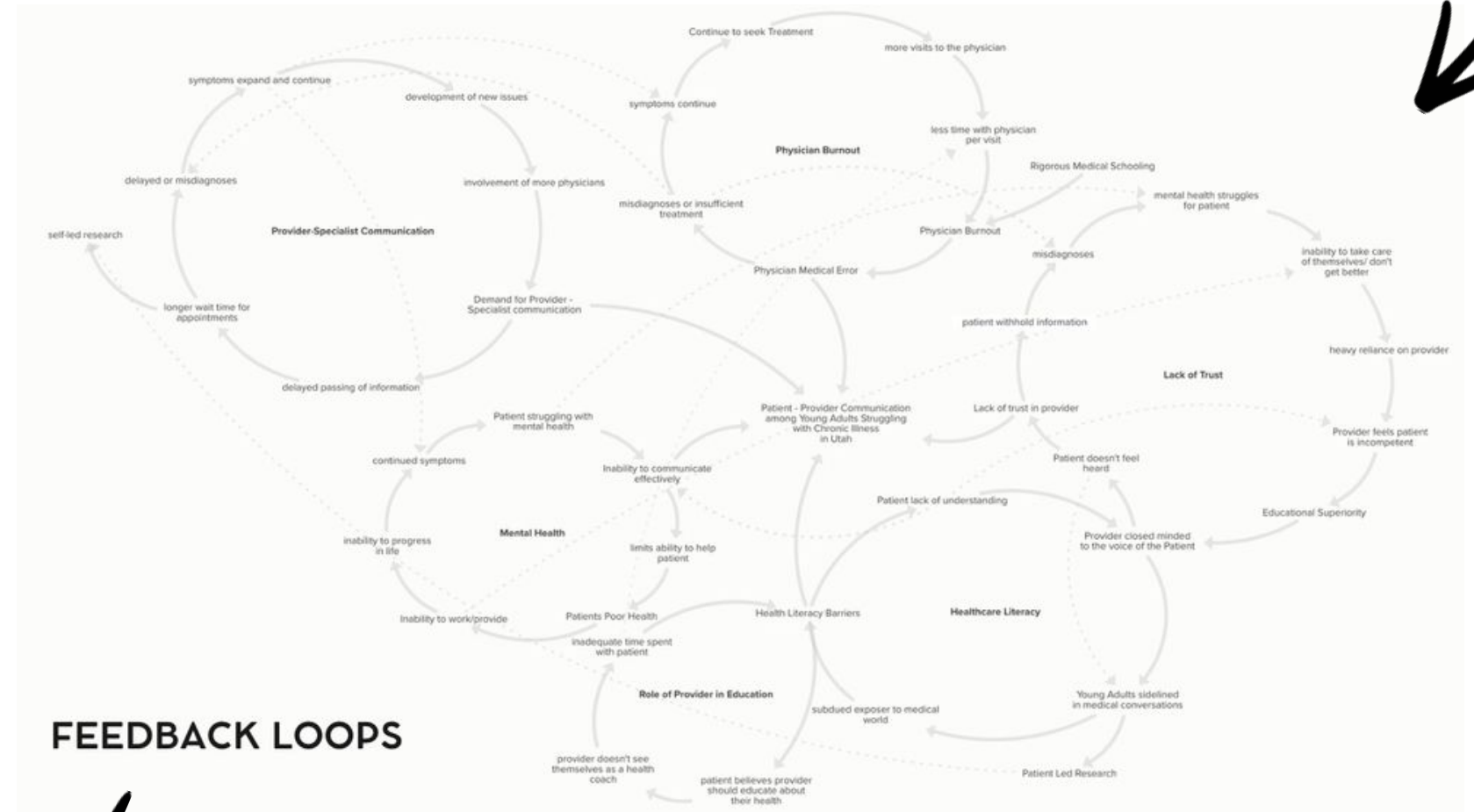


ICEBERG MAP



ECOSYSTEM MAP

Flourishing: We envision a world where patients are empowered to advocate for themselves, providers engage in patient centered care, and there is consistent and unified collaboration between providers on behalf of the patient. As a result, patient-provider communication is effective in addressing symptoms and solutions for young adults struggling with chronic illnesses.



FEEDBACK LOOPS



Flourishing:

- Young adults are empowered to . . .
 - advocate for themselves
 - actively engage in patient centered care
 - symptoms effectively addressed because of effective communication
- Providers . . .
 - engage in collaboration and communication





Program

Better Connection to Best Practices:

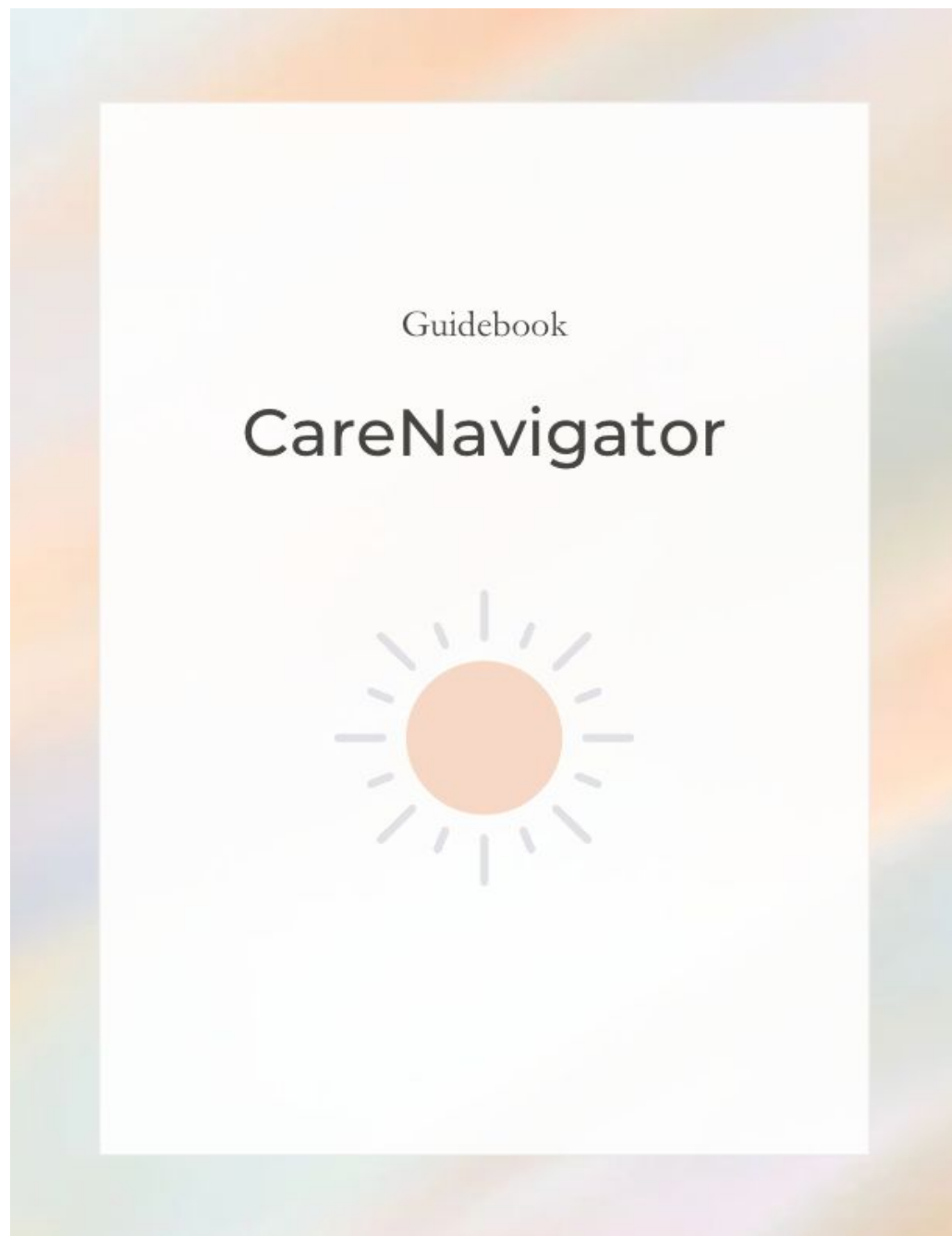


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What: Resource with information on best practices and patient support services

Why: Resources exist for chronic illness but our intervention helps patients and providers use them effectively



Product

Guidebook:

What: A guidebook with an online companion that supports patients with simplified medical terms and healthcare information, appointment prep. questions, note-taking space, and action trackers.

Why: Empowers patients to navigate healthcare by simplifying terms, preparing for appointments, clarifying next steps, and boosting confidence

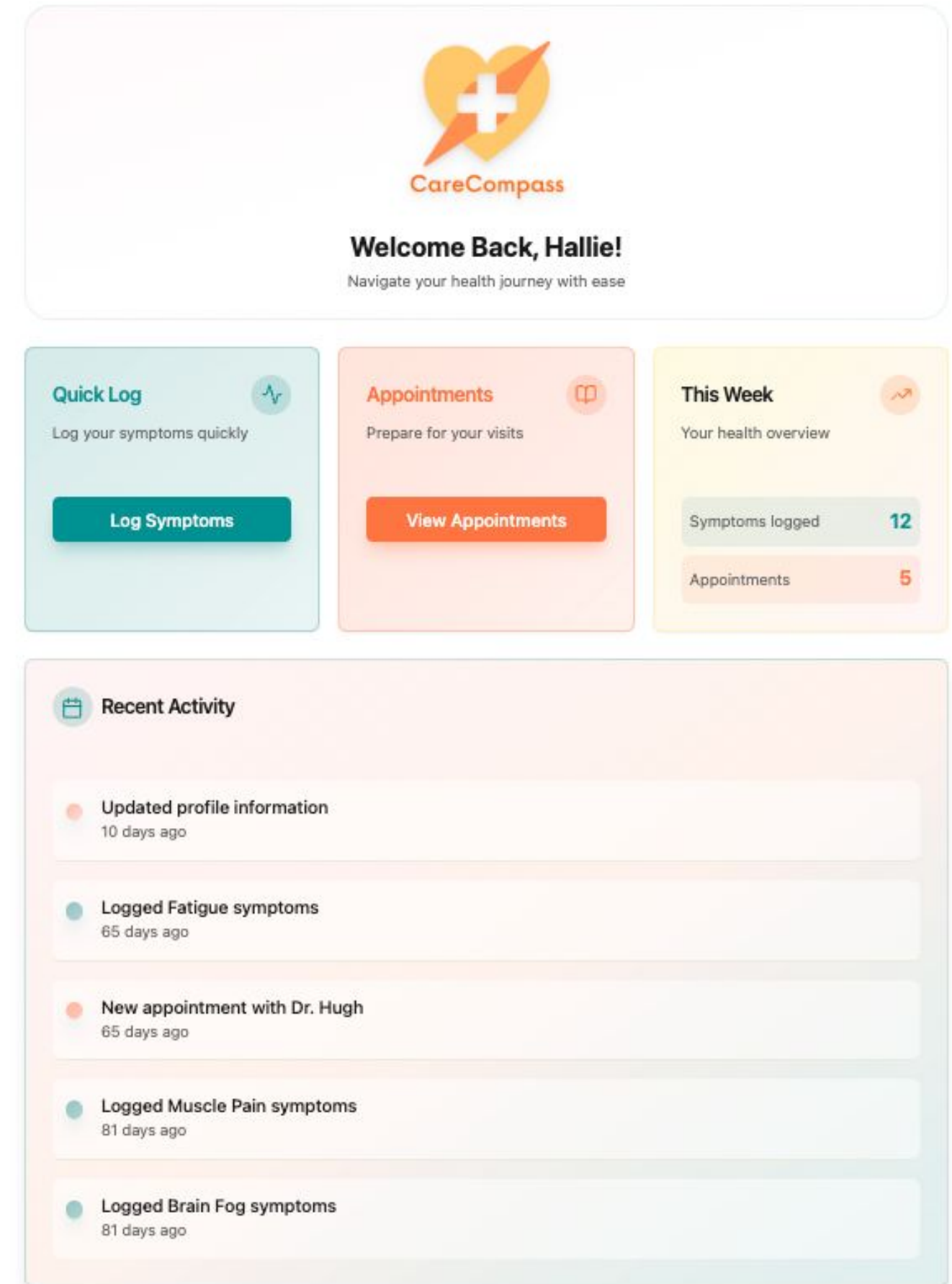


Product

CareCompass

What: An app that supports patients with appointment prep. questions, note-taking space, and action trackers.

Why: Empowers patients to navigate healthcare by providing a space for appointment preparation and for medical history, symptoms and medications tracking.





Policy

Access to a Care Navigator

What: Everyone with a chronic illness can access a “Care Navigator” who has experienced chronic illness and navigating the healthcare system

Why: "Empowerment comes from knowing what is happening and feeling like you are in control."



Policy

ACCME Policy

What: 10% of CME credits required for ACCME accreditation are dedicated to evidence-based communication training as a recommended best practice guideline.

Why: The ACCME does not currently promote communication training as part of its Continuing Medical Education (CME) standards, leaving providers underprepared for effective, patient-centered care.

*Elevating Patient Outcomes through Communication Training:
A Proposed for Voluntary Adoption of Communication Skills Training as Part of
Continuing Medical Education (CME)*

To: The Accreditation Council of Continuing Medical Education
Authors: Hallie Moldenhauer, Priscilla Silva
Institution: Brigham Young University – Ballard Center for Social Impact
Date: 31 October 2025
Contact: hjmoldy@byu.edu, psilva22@byu.edu

Executive Summary

Ineffective communication between patients and healthcare providers—particularly among young adults with chronic conditions—remains one of the most critical and costly gaps in modern medicine. Despite advances in medical technology, research shows that nearly **80% of medical errors stem from miscommunication**, with **40–80% of individuals with chronic illnesses** directly affected through misdiagnoses and treatment delays. Over **53% of young adults** live with at least one chronic condition, magnifying the scope of this issue. Yet, the **Accreditation Council for Continuing Medical Education (ACCME)** does not actively promote communication training as part of its Continuing Medical Education (CME) standards, leaving providers underprepared for effective, patient-centered care.

This policy brief proposes that **approximately 10% of CME credits required for ACCME accreditation be dedicated to evidence-based communication training as a recommended best practice guideline**. The goal is to equip physicians with essential interpersonal skills—such as active listening, empathy, and shared decision-making—that are proven to enhance clinical outcomes and patient satisfaction. Research shows that while only **57% of physicians** have participated in communication training, **88% express willingness** to do so, highlighting strong provider support for this initiative.

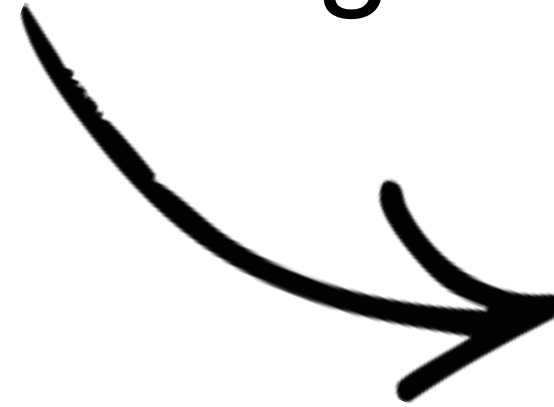
Poor communication not only harms patients but also burdens providers and the healthcare system. It contributes to burnout, malpractice claims, and wasted resources—costing the U.S. healthcare system **over \$6 billion annually** through duplicated tests, prolonged hospital stays, and preventable errors. Implementing standardized communication training will reduce these inefficiencies while improving trust and collaboration.

The policy will be implemented through existing CME reporting systems and supported by stakeholder engagement, interactive training design, and continuous evaluation. Expected outcomes include measurable improvements in patient-provider communication, reduced

Current/Future

①

**CareCompass
Beta Testing**



②

ACCME Policy



- Feedback from Head of Utah
- Submission to the ACCME (6 month approval process)

**YOUNG ADULTS WITH
CHRONIC ILLNESS**

**CARECOMPASS
BETA TEST**

Living with a chronic illness is hard.
Navigating healthcare doesn't have to be.

CareCompass is a Ballard Center Labs product that helps you track symptoms, prep for appointments, and understand your care. Take our quick survey for early access and beta testing.

Sign up here!

email hjmoldy@byu.edu or psilva22@byu.edu with any questions

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