Medical Education During COVID: How to Make it Work Online – Zoom Chat Overview

Departments:

Oral Medicine- School of Dentistry
Bastyr University
Pulmonary and Critical Care
Rheumatology
Infectious Diseases
Pulmonary Care/ CCA – Boise VA
Center on Human Development and Disability at UWMC
Radiology
Peds Rheum and Foundations (I&D)
Internal Medicine
Psychiatry
Dermatology
MEDEX
Continuing Medical Education
UW Psychiatry
Valley Family Medicine
GME
Family Medicine – Palliative Care
Hematology
Rehabilitation Medicine
Orthopedic Surgery Residency and Hand Surgery Fellowship
College Faculty
School of Nursing, Family Nurse Practitioner Program
UW Neurology

What are your barriers to teaching in a virtual format?

- Giving chalk talks and wanting the same fluidity and interaction
- Attention, too easy to get distracted by email
- Keeping students engaged
- Concerned about participation of attendees
- A lot of moving pieces due to patient simulations
- Lower Engagement by the audience over Zoom
- Translation of techniques from a live talk to online
- Getting participant's to participant
- Less engagement from audience
- Mostly non-interactive and quite boring for everyone involved – all jokes bomb to complete silence ☺
- Assessment of student learning of skills
- Equipment for lab activities
- Interactive engagement, especially when some of the audience is not using video
- Patient Engagement

Breakout Rooms:

- Online sessions allow us to invite world experts & share teaching sessions with other programs. Really great how online sessions allow us to collaborate across geography.
- How crucial video is to keeping us all engaged in the session – both learners and teachers
- Prepping a blank PPT slide with text boxes (as you would your board) and cover sections up with the white boxes, you can then delete them as you discuss topics.
- Breakout rooms being the most interactive experience
- Using a google doc and breakouts – one scribe in the small group wrote on the google doc about their thoughts/discussion. We as the preceptors could see the "thoughts" and then when people came back, we could call on specific groups to expand. The entire class could see all the discussion in the different groups. I've also used Jamboard which is great!
- Zoom annotation to engage learners and remain anonymous and using polling to do learner assessment.
- Using the whiteboard using an Apple pencil. Also having learners chat 1:1 with a buddy during a large group session. We also had two tech issues – one person who was driving and one who didn't have a mic.
- Having your computer connected to a SmartBoard and then using the SmartBoard as the shared screen and you can do a virtual chalk talk. It worked better than the whiteboard function in Zoom.

Comments:

- Buddy can also do summaries on the fly after a detailed explanation
- We pre-precept cases before clinic starts and debrief after wards for clinical pearls as well as addressing any technical issues to bring back to the teaching team to resolve.
- Using Microsoft Teams , I can prompt residents to ask certain questions that they missed to save time while we are on a call with a patient, or give them immediate resources they can integrate into their plans
- PollEverywhere works great
- I have been using Zoom annotate with small groups and it has been great.
- Having a touchscreen computer is really useful for drawing on the Zoom whiteboard.
- You can also share files in the chat box on the fly if you allow it ahead of time in the settings
- It is easier to preload your stuff on PPT and annotate than use a blank whiteboard

Questions, Concerns:

- Does the chart indicate only Skype is HIPAA Compliant?
- Note – UW only Zoom HIPAA accounts, Microsoft Teams and Skype for Business are HIPAA compliant. The others are not.
- New to video teaching and doing a lecture in a couple of weeks of 250 people. Would you recommend having everyone do video?
- Do others use different polling programs?
- Is there a way to prep the whiteboard more than a few minutes before the session?

- I've noticed that toggling from and to the whiteboard often erases the whiteboard – is there a way to keep the whiteboard from erasing when doing so?
- Can you please direct us to some detailed instructions for "how to prep a blank PPT slide with text boxes and covers sections up with white boxes" you briefly mentioned in the small group?