Sheehan, Shane; Albert, Pierre; Masoodian, Masood; Luz, Saturnino

TeMoCo: A visualization tool for temporal analysis of multi-party dialogues in clinical settings

Published in:

DOI:
10.1109/CBMS.2019.00140

Published: 01/06/2019

Please cite the original version:
TeMoCo: A Visualization tool for Temporal Analysis of
Multi-Party Dialogues in Clinical Settings

Shane Sheehan*, Pierre Albert*, Masood Masoodian† and Saturnino Luz*
*Usher Institute, Medical School, The University of Edinburgh, UK
Email: {Shane.Sheehan,Pierre.Albert,S.luz}@ed.ac.uk
†School of Arts, Design and Architecture, Aalto University, Finland
Email: masood.masoodian@aalto.fi

Abstract—We present a tool for visualization of transcripts of multi-party dialogues, with application to the analysis of communication in medical teamwork. The visualization is based on a “temporal mosaic” metaphor, which provides a temporal overview of dialogues and supports the tasks of transcript browsing and information access, by segmenting the dialogue and laying out the keywords of the different segments on interactive visual “tiles”. The tool has been tested on a corpus of transcribed dialogues among the members of a (simulated) critical care team. An analytical evaluation is presented which demonstrates the potential uses of the tool in an educational setting and highlights areas for improvements.

Keywords-Medical team communication; temporal visualization; temporal mosaics; speech visualization.

I. INTRODUCTION

Effective verbal communication is crucial to the success of clinical encounters, including clinician-patient consultations, multidisciplinary medical team meetings, accident and emergency contexts, among others. Analysis of communication in such contexts is important for care quality assessment, individual appraisal, assessment of interventions, as well as training and education. However, this kind of analysis tends to be very time-consuming, requiring substantial input from healthcare research experts. While frameworks such as the widely used Roter Interaction Analysis System (RIAS) [1] have helped standardize and guide such work, analyzing medical communication at scale remains a challenge.

While recent advances in speech and language processing technologies promise to facilitate the job of healthcare communication analysts [2], visual tools are still needed to harness the power of these technologies, without requiring analysts to understand their underlying complexity.

Here, we introduce a new visualization, called TeMoCo, which aims to support temporal analysis of conversations. We have developed an interactive prototype tool based on this visualization which is designed for use in clinical settings. We present this prototype, illustrate its use with a case scenario of analysis using a selected corpus of multi-party dialogue of conversations in an A&E unit, and perform a cognitive walk-through to evaluate the prototype.

II. COMMUNICATION IN CLINICAL SETTINGS

Clinical conversations play a major part in medical communication, and extensive literature exists on the topic. Medical communication is a complex process, with both biomedical objectives (e.g. establishing a diagnosis, curing the patient) and humanistic objectives (e.g. mutuality of the relationship, effective communication). The communication is impacted by widely different aspects related to socio-demographic, cultural, and even personality aspects, and will vary with diseases-related characteristics, such as the stage of the illness and patient expectations [3]. In medical team settings, communication takes place while team members are cooperating toward a common goal. For example, in A&E the common goal is saving the patient while conducting a number of tasks under complex constraints, including time pressure, information overload, ambiguous situations, and the risk of severe consequences in case of error. The impact of poor communication in such settings is evident.

Teaching and training for good communication skills are therefore necessary. In medical education, training happens at different stages of the professional life of doctors and nurses. It usually includes simulated interventions, where technical and non-technical skills are assessed. To evaluate medical communication training sessions, and provide feedback, the health community has looked at systematic analysis and problem-solving approaches developed in other life critical domains (e.g. crew resource management from aviation) and have implemented similar solutions in clinical settings [4].

Dedicated frameworks have been developed for the assessment of communication – often referred as non-technical skills – each of which assess different sets of skills. For instance, the Observational Teamwork Assessment of Surgery (OTAS) [5] assesses clinical and technical skills, and also interpersonal skills and behaviours. The Anesthesiologists Non-Technical Skills (ANTS) [6] assesses four different sets of skills: task management, team working, situation awareness, and decision making. Similarly, the Communication And Teamwork Skills (CATS) [7] assesses four sets of skills: situation awareness, coordination, communication,
and cooperation. The above mentioned RIAS framework [1] has also been used in assessing communication skills in these settings.

Despite these efforts, overall, there is a lack of consensus regarding the evaluation of clinical team communication [8], and so far, there are no globally accepted theoretical models for assessment of team performance. However, general studies of team performance and studies specific to healthcare have identified some necessary skills. These studies rely on the observation and analysis of certain conversational behaviours during training encounters.

In this context, the use of tools to extract and visualize conversations can support the temporal analysis of team communication. A visualization tool could provide the analyst with a simple and natural way to navigate conversation sessions and to search for different interactional aspects related to the monitored skills – either punctual (e.g. verbalization of plans and changes, requests for help, use of key phrases) or spanning the whole interaction (e.g. acknowledgement of the concerns of others, closed-loop communication, updates).

A. Related work on visual tools for clinical communication

The most common method used for medical communication training is the video recording of a session followed by an after-action-review. The review is performed either by a professional, or provided to the students – e.g. to write self-reflective structured assessment of their performance. Visualization tools exist to help with the analysis of sessions.

The Lab-in-a-box system [9] uses sensors (3D camera, eye tracking, computer activity) to track the clinician’s workflow during a medical consultation. The collected data are presented as events along a timeline representing the consultation. Simple events (key strokes and mouse clicks) are presented directly, and visual attention toward the computer is displayed as blocks. The selection of a block opens a picture showing the corresponding gaze direction track.

EQClinic [10], a fully-fledged system for training of health professionals, records and analyses online sessions with simulated patients. Live feedback is provided by the assessor in the form of comments with positive or negative valence. Post-interaction tools includes manual assessment (forms) and automated analysis of non-verbal communication (turn patterns, prosody, visual cues).

While these systems support complex analytic tasks, the display of single features separately without context is difficult to interpret by non-experts. To facilitate interpretation, specific visualizations of the content of the interactions need to be developed. Addressing this issue, Angus et al. [11] provided a visual representation of content to track conceptual recurrence in the conversation structure of medical consultations. Our approach also aims to address the issue of providing a temporal structure to dialogue content, but we employ a different visual representation that scales to dialogues with more than two participants (multi-party dialogues), as explained below.

III. TeMoCo Visualization

We have designed the TeMoCo (Temporal Conversation Mosaics) visualization to better support visual analysis of conversations. It uses the temporal mosaics visualization [12] as its basis. The original temporal mosaics visualization (see Figure 1) represents the individual time-based data streams separately as synchronized rows of visualizations.

In the case of Figure 1, the top row shows the audio conversations between 4 people, while the bottom row shows their contributions to a text document. Within each row, the temporal mosaics visualization allocates the vertical space equally between the number of participants active in each time-slice (i.e. the horizontal space) – with the resulting sum of individually coloured rectangular shapes showing the contributions of each participant across time. A temporal mosaic visualization is, therefore, used to represent temporal contribution patterns rather than the content of individual contributions. However, when used as an interactive visualization [13], each rectangular segment of a temporal mosaics visualization can be linked to the corresponding part of the data stream it represents – thus supporting access to media content, both temporally as well as contextually.

In the case of analysis of audio recorded conversations, we are only dealing with a single data stream. As such, TeMoCo can utilize the visualization space to represent a single data stream using the convention of dividing the vertical space equally between the active conversation participants for each time-slice – similar to the top row of Figure 1. While in an interactive version each mosaic segment can be linked to its corresponding audio recording, TeMoCo uses the visual space of each segment to also superimpose a textual summary of the transcript of the corresponding audio speech, making it more useful even in a static mode. This textual summary can take a number of forms, depending on the application area for which the visualization is used. Here, we have chosen to provide a list of keywords from each speech segment, ranked according to their occurrences. Other options could include a word-cloud of keywords for
each segment (e.g. in a manner similar to Wordle [14]), a
representative sentence (e.g. first sentence), etc. Figure 2
provides a sketch of the TeMoCo visualization.

Even though TeMoCo is visually similar to a temporal
mosaic visualization, the additional visual encodings must
be carefully considered. The first issue to consider is the
visual contrast between the text and the background mo-
asics. Although an increased contrast would make the text
more readable, it would also cause visual distraction –
thus reducing visual detection of the background mosaic
patterns. As mentioned, detection of these mosaic patterns
is an important aspect of the original temporal mosaics
visualization, allowing the user to easily view contributions
of each of the conversation participants across time, to
detect, for instance, any imbalance in levels of contribution,
dominance of one participant, and so on. Therefore, although
in Figure 2 we use white text on colour mosaics with
only hue variations between their colours, ultimately such
variations need to be adjusted to suit the static or interactive
uses of the visualization. For example, Figure 3 shows an
alternative version of TeMoCo which might be better for
printing in static form.

Another issue to consider in TeMoCo visualization is the
choice of the number of words for each mosaic segment,
as well as the size and style of typefaces used to show the
selected words. Further to considering the issue of contrast
discussed above, these variations are dependant on the visual
and temporal length of each time-slice. Increasing the length
of time-slices visually allows for better accommodating
longer keywords and/or making their typeface size bigger
– thus increasing readability. However, increasing the visual
length of time-slices may require increasing their temporal
length as well. This in turn has its own consequences. For
instance, longer temporal time-slices would have longer tran-
scripts to be represented (e.g. requiring more keywords to be
selected). Furthermore, if the time-slices are too long, then
they may end up including every conversation participant in
each slice, and as such, reduce visual effectiveness of mosaic
patterns. Once again, these issues are application dependant
and must be considered for each use case.

A. Prototype

We have developed an interactive prototype tool which
uses TeMoCo to visualize multi-party conversations, aiming
at supporting the visualization of of communication among
medical team members. Figure 4 shows the interface of the
TeMoCo prototype. As can be seen, the left-hand panel is
the interactive visualization showing the temporal mosaic
patterns of the conversation – along with the top keywords
selected from each speaker turn – and the right-hand panel
shows the transcript of the entire conversation session. In
this conversation session there are five participants (Patient
1, Nurse 1, Doctor 1, Doctor 2, and Medical Registrar 1),
who have been talking for 13 minutes and 30 seconds.

While the static view of TeMoCo is sufficient for seeing
the patterns of conversation, and a summary of its main
keyword points, the user can get a detail-on-demand view
by clicking on a speaker turn mosaic on the visualization to
access the relevant parts of the conversation on the transcript.
Figure 5 shows a selected mosaic (in gray colour) on the left
for participant D1, between 04:30 and 06:00. By selecting a
mosaic, the prototype tool locates the start of the transcript
text related to the selected time-slice (04:30–06:00), grays
out the background of all the text for that time-slice, and then
highlights the segments of the transcript text for the chosen
speaker during that time-slice using the colour assigned to
that speaker (the orange colour for D1 in Figure 5, the blue
colour for P1 in Figure 6).
Figure 5. The TeMoCo prototype, with a speaker turn selected on the visualization (grayed out mosaic on the left), and the relevant parts of the transcripts highlighted (orange background text on the right).

Figure 6. The TeMoCo prototype, with another speaker turn selected on the visualization (grayed out mosaic on the left), and the relevant parts of the transcripts highlighted (blue background text on the right).

B. Implementation

Figure 7 shows the architecture of the TeMoCo prototype which has been implemented as a single-page web application using the D3.js framework [15]. The current system creates the visualization using a transcript file made available to it on the server. The transcript text is time-stamped and tagged with the labels of the conversation participants.

The system starts by pre-processing the transcript text to create two data streams. The first stream generates a data source containing relevant keywords, in which the keywords are selected for each time-slice and participant combination. Keyword salience is dependant on context and use case – measures such as word frequency or frequency in a domain specific reference corpus are an obvious starting point. In our tests we found raw frequency to be uninformative, and subsequently decided on the manual selection of seemingly salient words, this simulates the word selections that could be achieved automatically using a medical reference corpus. Depending on the corpus and use case, any statistical measure of word salience or keyness could be injected to produce the keywords for a speaker in a time-slice.

The second stream of data is generated by extracting the time-slice and speaker information. This information is then used for tagging the input transcript with HTML attributes. This enables dynamic manipulation of the raw transcript as a part of the system interface.

Once the two data streams have been processed, the system constructs the temporal mosaics of the TeMoCo visualization from the time-slices, speakers and keywords information. The visualization and transcript panels are then positioned in the same web page. Both views are linked via the data, allowing interactions between the two. Selection of a time-slice mosaic scrolls the transcript to the corresponding time-slice, as describe above.

IV. Evaluation

We have conducted an initial evaluation of TeMoCo using an existing corpus of transcribed medical conversations. We employed the cognitive walk-through analytical evaluation methodology to assess the use of TeMoCo on these data, in a medical education scenario.

A. Test conversations data set

To test our visualization, we selected a corpus of multi-party dialogues recorded in a hospital in Ireland, as part of the INCA (Interaction Analytics for Automatic Assessment of Communication Quality in Primary Care) project. The corpus was created for the development of tools for automatic analysis of verbal and non-verbal communication, to assess communication quality in different contexts of medical interaction. The corpus consists of simulation-based team training sessions for health professionals intervening in medical emergencies (e.g. accident and emergency services).

Each session follows a scenario with a specific medical problem selected by teaching staff. At the start of the training, the simulated patient – a dummy on a bed played by an actor outside the room – is showing rapid signs of health deterioration. The team must jointly establish a diagnosis and provide relevant care. Vital signs of the simulated patient are displayed on a patient monitoring equipment by the bed. Each recording features a nurse and two doctors. The nurse is present from the beginning and calls a doctor after detecting the abnormality. As the problem get more serious, a second doctor is called, if specific difficulties or questions
Interactions are then evaluated using these four criteria: participating in debriefing sessions. Each of the training evaluations the training interactions between the two personas presented below:

**Visualize directly the points made by the trainer.**

- The learner is a medical student, she has already studied medical skills. Once she has completed the training session, she will observe the session and take notes on paper regarding what happened during the session, either good or bad.

**Behaves, as well as her role in the team. She needs to successfully, she needs to be given feedback on her own**

- The trainer is a professor and a doctor, expert in the field of medical education. She is 40 years old, has trained students for 5 years and has already established routines and its main points. The trainer starts the TeMoCo prototype, and both personas look at the visualization, with no further action needed (see Figure 4). The trainer wants to see the general structure of the conversations and identify any global patterns (e.g., distribution of speech related to communication and cooperation).

**Feedback is understandable:**

- Access to the session and overview of the conversation and its main points. The trainer starts the TeMoCo prototype, and both personas look at the visualization, with no further action needed (see Figure 4). The trainer wants to see the general structure of the conversations and identify any global patterns (e.g., distribution of speech related to communication and cooperation).

**Feedback is understandable:**

- The effectiveness of the user’s action corresponding to the user’s goal.

**Feedback is natural:**

- The feedback is natural: the legend displays each participants labelled with a single colour, corresponding to the one used in the visualization. Temporal visualization of conversations is immediately visible. For each mosaic segment, the set of keywords provides an overview of the main items in the conversation. A visualization of the links between recurring terms – or semantically similar terms – would help materialize this recurrence.

**Navigation through the session** to select points of interest (e.g., new problems, new participant, etc.) The trainer uses the visualization and the shown keywords to select a specific segment where something of interest occurred. The use of task specific keywords (e.g., medical terms, requests, concerns) illustrates cooperative behaviour. The selected area is grayed out, and the participant’s utterances of the corresponding time-slice are displayed and highlighted using the participant’s colour in the transcript window (see Figure 5). The learner can see the focus of the current point being discussed.

**Illustration of a specific exchange** over a few conversation turns by going through the details of the conversation. The trainer is looking at the visualization to pick up keywords, and scrolls the transcript window to use the corresponding detail of the conversation and switches between participants to visualize their turns. The trainer will use the mosaic segments of visualization and the transcript window to search for events marked in her notes (see figures 5 and 6).

### Table I

<table>
<thead>
<tr>
<th>Total</th>
<th>Session</th>
<th>Turn</th>
<th>Participants</th>
<th>Utterances</th>
</tr>
</thead>
<tbody>
<tr>
<td>207min</td>
<td>14min47s</td>
<td>01.87s</td>
<td>5.6</td>
<td>450</td>
</tr>
<tr>
<td>(11’20 - 23’01)</td>
<td>(1.1 - 3.9)</td>
<td>(5 - 8)</td>
<td>(296 - 680)</td>
<td></td>
</tr>
</tbody>
</table>

A Summary of the characteristics of the INCA Medical Conversations Corpus.

A total of 14 training sessions have been recorded, segmented and transcribed. An overview of the main statistics of the data set used in our testing is provided in Table I.

### B. Cognitive walk-through

Cognitive walk-through requires setting the objectives and task for the user of the system, and walk through each to assess the usability and capacity of the system to fit its role.

1) **Persona:** A persona is a prototypical user whose knowledge and behaviour are representative of the target users of the system. The following personas were identified:

#### Trainer: Dr Grey

- The trainer is a professor and a doctor, expert in the field of medical education. She is 40 years old, has trained students for 5 years and has already established routines and its main points. The trainer starts the TeMoCo prototype, and both personas look at the visualization, with no further action needed (see Figure 4). The trainer wants to see the general structure of the conversations and identify any global patterns (e.g., distribution of speech related to communication and cooperation).

#### Learner: B. Baggins

- The learner is a medical student, she has already studied medical skills. Once she has completed the training session, she will observe the session and take notes on paper regarding what happened during the session, either good or bad.

### Access to the session and overview of the conversation and its main points. The trainer starts the TeMoCo prototype, and both personas look at the visualization, with no further action needed (see Figure 4). The trainer wants to see the general structure of the conversations and identify any global patterns (e.g., distribution of speech related to communication and cooperation).

1) The effectiveness of the user’s action corresponding to the user’s goal.
2) Is the action visible?
3) Is the action identifiable as being the correct one?
4) Is the feedback understandable?

Each task and comments on each of these criteria are presented below:
not fit in the browser. However, utterances belonging to the selected time-slice are delimited by a gray background.

4) yes, the side bars are standard and are commonly used in most interfaces.

Identification of conversation patterns from the global interaction to local interactions (e.g. cooperation, coordination, turn-taking behaviour, etc.) The trainer and learner look at the visualization to see the global structure of the conversations (e.g. contributions of each participants, occurrences of keywords, etc.). Specific behaviour leading to patterns of interest (turn taking behaviour) is accessed through the transcript (see Figure 6)

1) Utterances of other speakers are grayed out, making it difficult to see the sequence of speakers. The use of faded colour would allow an easier interpretation while keeping the significance of the gray/user coloured duality.

2) yes.

3) yes, but the user will need to read and point her selected local points of interest.

4) Local points of interest that are not shown on the visualization require to scroll through the transcripts and may be difficult to find within long temporal visualization time-slices.

V. CONCLUSION

We presented a temporal text visualization tool to support the analysis and exploration of transcripts of medical team communication. Testing was carried out on data from simulated situations in a critical care (accident and emergency) setting, and the usefulness and usability of TeMoCo to support medical education was assessed. The mosaic-based design was found to be effective in providing a contextualized, temporal view of the conversation. Future work will focus on incorporating further textual structure, such as topics and conversational threads, to the visualization, and on testing the tool in other analysis tasks, such as assessment of patient-doctor communication.

VI. ACKNOWLEDGEMENT

This paper is supported by European Unions Horizon 2020 research and innovation programme under grant agreement No 825153, project EMBEDDIA (Cross-Lingual Embeddings for Less-Represented Languages in European News Media). The results of this paper reflects only the author’s view and the Commission is not responsible for any use that may be made of the information it contains. Pierre Albert has been funded through the INCA project. We thank the INCA project members in Ireland for granting us access to the trainee data.

REFERENCES


