



Communication Curriculum Outline and Objectives

This curriculum helps to fulfill the ACGME milestones of communication and interpersonal skills.

Version 12/2012

Interpersonal and Communication Skills

ICS1: Effective communication with patients, families, and caregivers					
Has not Achieved Level 1	Level 1	Level 2	Level 3	Level 4	Level 5
	Communicates information about imaging and examination results in routine, uncomplicated circumstances Obtains informed consent	Communicates, under <u>direct</u> * supervision, in challenging circumstances (e.g., cognitive impairment, cultural differences, language barriers, low health literacy) Communicates, under direct supervision, difficult information such as errors, complications, adverse events, and bad news *see ACGME definition of direct supervision in the Program Requirements	Communicates, under <u>indirect</u> * supervision, in challenging circumstances (e.g., cognitive impairment, cultural differences, language barriers, low health literacy) *see ACGME definition of direct supervision in the Program Requirements	Communicates complex and difficult information, such as errors, complications, adverse events, and bad news	Serves as a role model for effective and compassionate communication Develops patient-centered educational materials
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

Possible Methods of Assessment/Examples:

- End-of-Rotation Global Assessment
- 360 Evaluation/Multi-rater/Peer
- Simulation/OSCE
- Direct observation and feedback
- Self-Assessment and Reflections/Portfolio

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Reference: <http://www.acgme.org/Portals/0/PDFs/Milestones/DiagnosticRadiologyMilestones.pdf?ver=2015-11-06-120532-380>

Curriculum Learning Objectives

1. Define the essential elements of communication skills.
2. Provide examples of good and poor communication skills and provide a framework to practice communication skills.
3. Use tools to evaluate communication skills.
4. Understand the relationship between communication and patient experience.

Curriculum Outline

1. Learning About Effective Communication Skills Module
 - a. Lecture on the essentials of communication.
 - b. Resource: Radiology Communication Skills Training Module
2. Practicing Communication Skills Module

- a. Use the twelve Communication Scenarios provided in live simulations or by discussion of the provided videos.
 - b. Scenario topics:
 - i. Error and apology (x2)
 - ii. Radiation risk (x2)
 - iii. Breaking bad news in breast imaging (x2)
 - iv. Breaking bad news in pediatric radiology (x2)
 - v. Changing or canceling an image guided procedure (x2)
 - vi. Telephone skills/angry referring clinician (x2)
 - c. Live Simulated Exercises Resources:
 - i. Running a Communication Simulation Instructions
 - ii. Simulation Scenarios 1 and 2
 - iii. Article: DeBenedictis CM et al. *Coming Out of the Dark: A Curriculum for Teaching and Evaluating Radiology Trainees' Communication Skills Through Simulation.*
 - iv. Evaluate trainees with the provided KalRads tool.
3. Evaluating Communication Skills Module
- a. Discuss tools for assessing communication skills in trainees and use KalRads tool to guide discussion.
 - b. Resources:
 - i. KalRads tool
 - ii. Resources: Article - Brown SD, et al. *Development of a Standardized Kalamazoo Communication Skills Assessment Tool for Radiologists: Validation, Multisource Reliability, and Lessons Learned*
4. Learning About the Patient Experience Module
- a. Patient Letters: Use patient experiences in training either with the provided patient letters and/or by having patients from your institution come to talk about their experience in the radiology department.
 - i. Resources:
 - 1. Patient-centered Care Facilitators Guide
 - 2. Three sympathy letters from patients discussing their general experiences about their physician.
 - 3. Seven radiology specific scenarios about handling the unexpected.
 - 4. Article - Miller MM, et al. *Teaching Principles of Patient-Centered Care During Radiology Residency*
 - 5. ACR Engage Site
 - b. Handling the Unexpected or Poor Outcome: Use the provided facilitators guide and student scenarios to engage in group discussion.
 - i. Resources:
 - 1. Handling the Unexpected or Poor Outcome Facilitators Guide
 - 2. Handling the Unexpected or Poor Outcome Student Scenarios
5. Communication Curriculum Survey