



## Handling the Unexpected or Poor Outcome Facilitators Guide

**Suggested Session Length:** 90 Minutes

### **Before the Session:**

1. Session should occur after patient letter discussion.
2. No pre-work is required for this session.
3. Prepare copies or provide during class the scenarios:  
Handling the Unexpected or Poor Outcome \_ Student Scenarios document.
4. Guidelines during group discussion:
  - a. Circle chairs or prepare area to facilitate openness and equality.
  - b. Faculty is facilitator, not leader.

### **During the Session:**

1. Introduce the topic:

“Just like other physicians, radiologists may encounter challenging situations where a patient’s outcome has been less than optimal. By the end of the session, we hope to improve patient communication skills and understand when apology may be helpful during patient care.”

2. Provide the 7 radiology-specific case scenarios of unexpected/poor outcomes.
3. Begin group discussion:
  - a. Discuss each of the scenarios.
  - b. Focus the discussion on the following:
    - i. Respect for patient values and preferences.
    - ii. Physical and emotional comfort of the patient.
    - iii. Feelings of the radiologist, attending or other professional.
  - c. Near the end of session, open discussion for learners to discuss any personal patient experiences.

### **TYPICAL FACILITATING QUESTIONS:**

“What general thoughts did you have about the scenario?”  
“What roles do the principles of patient-centered care play in these situations?”  
“How would you handle this situation?”  
“Has this type of situation ever happened to you?”

4. End – faculty facilitator summarizes themes discussed.