



Patient-centered Care Patient Letters Facilitators Guide

Patient Centered Care Letter Instructions

1. The goal of the session is to better understand what qualities patients value in physicians and to reflect on one's own values and beliefs to become a patient-centered physician. By the end of the session, trainees will learn which professional attributes will likely best serve them as physicians.
2. Prior to the Session:
 - a. Trainees will read the three attached letters that were written by patients about their deceased physician to the surviving spouse. Trainees will be instructed to spend time reflecting on what qualities patients value, whether these or other values are of importance, how to apply these values to the practice of radiology, and how to develop these skills during residency.
3. Session (approx. 90 minutes):
 - a. Circle the chairs to facilitate openness and equality.
 - b. Faculty is facilitator, not leader.
 - c. Discussion focus:
 - i. Respect for patient values and preferences
 - ii. Coordination of care
 - iii. Physical and emotional comfort
 - iv. Continuity of care
 - d. Session format:
 - i. During the first half of the session discuss the assigned reading (patient letters).
 - ii. During the second half of the session discuss case scenario utilizing the thoughts discussed in the first half.
 - iii. Provide open discussion for trainees to discuss any personal patient experiences.
 - iv. End – faculty facilitator summarizes themes discussed.
4. Part 1: Discussion of the patient-centered letters

TYPICAL FACILITATING QUESTIONS

“What general thoughts did you have about the letters?”

“What qualities did you like or dislike about the doctor-patient relationship described in the letters?”

“Are any of these qualities good or bad in radiology context?”

5. Part 2: Group discussion of the radiology-specific case scenario provided below or other appropriate scenario.

“Mrs. Smith undergoes an image-guided biopsy of her right breast. At the time of the biopsy, she expresses considerable anxiety that her primary care physician is on maternity leave and that she has never met the covering physician. She states that she feels very comfortable with you and asks you to call her with the results. Departmental policy states that results go to her primary physician.”

Have the trainees consider what should they do:

Take the stance that you cannot relay the results yourself. Justify your position. How do you explain this to her?

OR

Take the stance that you can communicate results directly to the patient. Justify your position. What process do you take to communicate the results with her? Does it depend on whether the results are positive or negative?”

TYPICAL FACILITATING QUESTIONS

“What roles do the principles of patient-centered care identified in the letters play in this situation?”

“How would you handle this situation?”

“Has this type of situation ever happened to you?”