Communication Curriculum Outline and Objectives

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

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
   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

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.
         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