

CURRICULUM

1. ACGME milestones of communication and interpersonal skills
2. Simulated Exercises
 - a. PowerPoint didactic lecture
 - b. Simulation Based Curriculum for teaching effective communication skills
 - i. 6 videos of simulations from the curriculum (can be used in lieu of doing actual simulations)
 1. Error and Apology
 2. Bad News in Breast Imaging
 3. Change/cancel procedure
 4. Pediatric imaging
 5. Radiation risk discussion
 6. Telephone skills/dealing with angry clinician
 - c. Resources: Article - DeBenedictis CM et al. Coming Out of the Dark: A Curriculum for Teaching and Evaluating Radiology Residents' Communication Skills Through Simulation.
3. Tools for assessing communication skills in trainees
 - a. KalRads tool
 - b. Resources: Article - Brown SD, et al. Development of a Standardized Kalamazoo Communication Skills Assessment Tool for Radiologists: Validation, Multisource Reliability, and Lessons Learned
4. Using patient experiences in training
 - a. Patient letters
 - b. Handling the Unexpected or Poor Outcome
 - c. Resources:
 - i. Article - Miller MM, et al. Teaching Principles of Patient-Centered Care During Radiology Residency
 - ii. ACR Engage Site
 - d. Patient videos
5. Surveys