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
3. Tools for assessing communication skills in trainees
   a. KalRads tool
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