

Handling the unexpected or poor outcome session instructions

1. Session occurs after patient letter discussion
2. 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 in patient care. Radiology-specific scenarios:
3. No pre-work
4. Session:
 - a. Hand out 7 radiology specific case scenarios of unexpected/poor outcomes
 - b. Group discussion
 - c. Circle of chairs to facilitate openness and equality
 - d. Faculty is facilitator, not leader
 - e. 90 minutes
5. Group discussion:
 - a. Focus
 - i. Respect for patient values and preferences
 - ii. Physical and emotional comfort of the patient
 - iii. Feelings of radiologist
 - b. Discuss above scenarios
 - c. Near end of session - open discussion for residents to discuss any personal patient experiences
 - d. End – faculty facilitator summarizes themes discussed.
6. Post-survey

NOTE: TYPICAL FACILITATING QUESTIONS

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

“What role 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?”

