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?”