

## OBJECTIVES

Objective	Resource	Contents
Learning about effective Communication skills	Communication Skills Learning Module	PowerPoint outlines the basic elements of effective communication skills
Practicing Communication Skills	1. Communication Skills Curriculum  2. Videos of simulated communication scenarios	1. Twelve communication scenarios a. error and apology (x2) b. radiation risk (x2) c. breaking bad news in breast imaging (x2) d. breaking bad news in pediatric radiology (x2) e. changing or canceling an image guided procedure (x2) f. telephone skills/angry referring clinician (x2)  *instructions on how to run the simulation  2. Twelve videos of simulations involving the above scenarios -can be watched and discussed in lieu of actually performing the simulation.
Evaluating Communication Skills	KalRads Communication Skill Assessment Form	1. KalRads tool 2. Article about KalRads tool
Learning about the Patient Experience	Patient centered care letters  Handling the Unexpected or Poor Outcome	1. Three sympathy letters from patients discussing their general experiences about their physician  2. Seven radiology specific scenarios about handling the unexpected.  3. Also, can add having patients from your institution coming to talk about their experience in the radiology department