## OBJECTIVES

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<th>Objective</th>
<th>Resource</th>
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<tr>
<td>Learning about effective Communication skills</td>
<td>Communication Skills Learning Module</td>
<td>PowerPoint outlines the basic elements of effective communication skills</td>
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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 |