



Institute for Professionalism
& Ethical Practice
Cultivating Relational Competence in Healthcare



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

Program to Enhance Relational & Communication Skills (PERCS) - Radiology

Dear Colleague:

It is our pleasure to invite you to an upcoming course, *Program to Enhance Relational & Communication Skills (PERCS) - Radiology*, which will be offered at Boston Children's at Waltham, Conference Center in Waltham, Massachusetts, USA.

Radiologists face increasing expectations to communicate directly with patients, but few educational opportunities exist to help radiologists feel prepared and confident in their communication skills. PERCS - Radiology is a course that offers radiology physicians (including residents, fellows and attendings), nurses, and technologists the opportunity to learn about helpful communication skills and relational abilities when having difficult conversations with patients about: 1) new, unexpected or difficult diagnoses; 2) radiological errors; and 3) radiation safety.

The day-long workshop combines didactic and educational media presentations with realistic improvised enactments between workshop participants and professional actors. Faculty facilitators include experts in healthcare communication pedagogy. The learning model emphasizes group collaboration among professionals of varying experiences, perspectives from patient and family representatives, and a safe environment that respects multiple viewpoints.

Target Audience: Training program directors and other practicing radiologists interested in communication and professionalism locally, regionally, and nationally; radiologic technologists, radiologic nurses, radiology residents and fellows.

Activity Goal: The goal of this activity is to improve the communication skills and relational capabilities of health care providers through experiential learning opportunities related to difficult conversations in radiology.

Learner Objectives: *At the conclusion of the activity, learners will be able to:*

- Describe challenges surrounding communication with patients about bad news, medical errors, and radiation risks.
- Identify communication strategies and relationship-building approaches for effective communication with patients about bad news, medical errors, and radiation risks.
- Explain emerging standards and rationale for direct radiologist-to-patient communication about bad news, medical errors, and radiation risks.
- Demonstrate enhanced communication skills and relational capacities relative to difficult conversations in radiology.
- Implement practical processes within radiological practice for enhancing communication with patients around bad news, medical errors, and radiation risks.
- Formulate strategies for teaching communication skills to radiologists within learners' own practices.

This activity is designed to address the following ABMS/IOM competencies: interpersonal and communication skills, professionalism, patient care, provision of patient-centered care, work in interdisciplinary teams, and effective use of evidence-based medicine.

Course Faculty Include:

- **Stephen D. Brown, MD**, Course Director, PERCS - Radiology, Associate Professor of Radiology, Boston Children's Hospital, Harvard Medical School

- **Elaine C. Meyer, PhD, RN**, Director, Institute for Professionalism & Ethical Practice, Boston Children's Hospital, Associate Professor of Psychology, Harvard Medical School
- **Angela Lombardo, BA**, Down Syndrome Program Coordinator Linking Hands Coordinator, LEND Family Faculty, IPEP Family Faculty, Boston Children's Hospital
- **Michael J. Callahan, MD**, Associate Professor Radiology, Harvard Medical School, Division Chief, Abdominal Imaging, Boston Children's Hospital

Commercial Support & Exhibitors:

There is no commercial support and exhibitors will not be present.

Registration:

For more information about the course and to register online, please visit:

<http://ipepweb.org/workshops-consultation/course-registration-radiology/>.

Questions?

Please contact Kayla Boyer, Course Coordinator, at kayla.boyer@childrens.harvard.edu or 617-355-5021.

We hope to see you on June 9th! Please share this message with friends and colleagues who might like to learn more about this course.

Sincerely,

Stephen D. Brown, MD
Course Director, PERCS - Radiology
Associate Professor of Radiology
Boston Children's Hospital and Harvard Medical School