Existing and Developing Opportunities to Teach Soft Skills to Medical Physics Residents

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Why are Soft Skills Important

- The impact of Professionalism on the clinic:

Behaviors of Highly Professional Resident Physicians

Darcy A. Reed, MD, MPH
Colin P. West, MD, PhD
Paul S. Mueller, MD, MPH
Robert D. Ficalora, MD
Gregory J. Engstler
Thomas J. Beckman, MD

Conclusion Observation-based assessments of professionalism were associated with residents' knowledge, clinical skills, and conscientious behaviors.

JAMA. 2008;300(11):1326-1333
www.jama.com
Why are Soft Skills Important

- The impact of Professionalism on the clinic

Better Physician-Patient Relationships Are Associated with Higher Reported Adherence to Antiretroviral Therapy in Patients with HIV Infection

John Schneider, MD, MPH, Sherrie H. Kaplan, MPH, PhD, Sheldon Greenfield, MD, Wenjun Li, PhD, Ira B. Wilson, MD, MSc

CONCLUSIONS: This study showed that multiple, mutable dimensions of the physician-patient relationship were associated with medication adherence in persons with HIV infection.
Existing Infrastructure

- CAMPEP Residency Program at the University of Calgary

**Development of a residency program in radiation oncology physics: an inverse planning approach**

Rao F. H. Khan, Peter B. Dunscombe

*Department of Oncology, and Department of Physics and Astronomy, University of Calgary, Calgary, AB, Canada*
Recommended ethics curriculum for medical physics graduate and residency programs: Report of Task Group 159

Christopher F. Serago

Department of Radiation Oncology, Mayo Clinic, Jacksonville, Florida 32224
Existing Infrastructure

3. To introduce residents to selected fundamentals of effective functioning and leadership in a complex environment.
4. To formalize an ethics component of the program.
5. To formalize a patient safety/error management component of the program.
6. To promote skill development in teaching.
7. To expose residents to some of the important “soft skills” required in the clinical environment.
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Existing Infrastructure

D. Objectives 4 and 5: Ethics and Error Management

- **Lecture 1:** Ethics introduction
- **Lecture 2:** Medical Ethics
- **Lectures 3&4:** Errors and patient safety
- **Lecture 5:** Systems Thinking
- **Lecture 6:** Research Ethics
E. Objective 6: Teaching skill development

- Instruction Skills Workshop at the University
  
  https://taylorinstitute.ucalgary.ca/instructional-skills-workshop

- For residents: teaching in areas of their own expertise/interest
F. Objective 7: Soft skills development

- Leadership workshop: communication, negotiation, leading, supervision.

HROD 793* — Business Negotiations: The major concepts and theories of negotiation, dynamics of interpersonal and intergroup conflict, and analysis of negotiation strategies and individuals’ styles are discussed, along with simulations and applications from various areas.

HROD 789* — Optimizing Team Dynamics is designed for those who will be leading or working in teams in environments where success depends on effective teamwork and the ability of team members to integrate disparate knowledge bases.
F. Objective 7: Soft skills development

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Existing Infrastructure

○ Time commitment to soft skills:

- Clinical knowledge and Critical skills: 93%
- Interpersonal and Communication: 1.5%
- Decision making, Leadership, and Teams: 4%
- Professionalism, Ethics and Errors: 1.5%

Utilizing well-developed infrastructure
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• **Value:**

  ▪ Greater pool of peers to discuss soft skills
  ▪ Inclusion of MP residents with RO residents (sometimes other physicians)
  ▪ Developed curriculum: only modest adaptations required

[Link to CanMEDS framework](http://www.royalcollege.ca/rcsite/canmeds/canmeds-framework-e)
Utilizing well-developed infrastructure

- Examples in 2020:
  - CanMEDS Professionalism: Medical Professionalism
  - CanMEDS Leadership: Becoming an Effective Leader
  - CanMEDS Physician Wellness: Physician, Heal Thyself

http://www.royalcollege.ca/rcsite/canmeds/canmeds-framework-e
Utilizing well-developed infrastructure

- Soft skill competency is **critical** to reach full potential

- Use existing infrastructure

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Utilizing well-developed infrastructure

- Soft skill competency is **critical** to reach full potential
- **Use existing infrastructure**
- **Consider:** where might soft skills impact clinical outcomes, efficiencies, and resource utilization?
Acknowledgements

Alana Hudson
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