

### Teaching Graduate Students Effective Communication Skills

Laura Padilla, PhD Joint AAPM/COMP Virtual Meeting, 2020







## MEDPHYS 3.0

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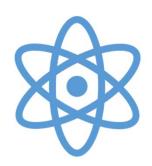


**Clinical Practice** 

Patient Communication Skills

**Graduate School** 

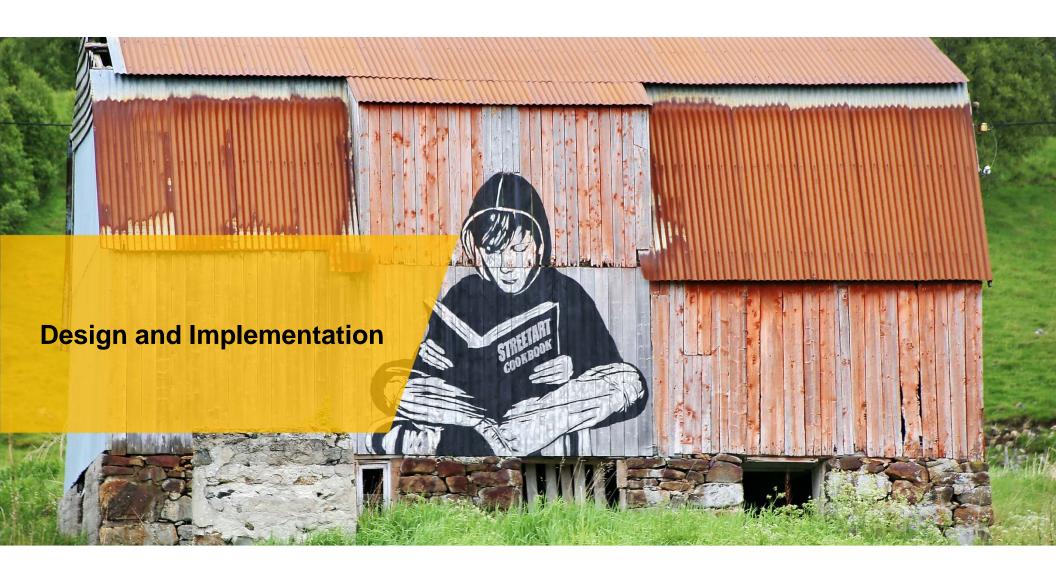




# Patient Communication Training for

**Medical Physics Graduate Students** 





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# PATIENT COMMUNICATION for MEDICAL PHYSICISTS

Workshop Aug. 23-24, 2019 UC San Diego Health



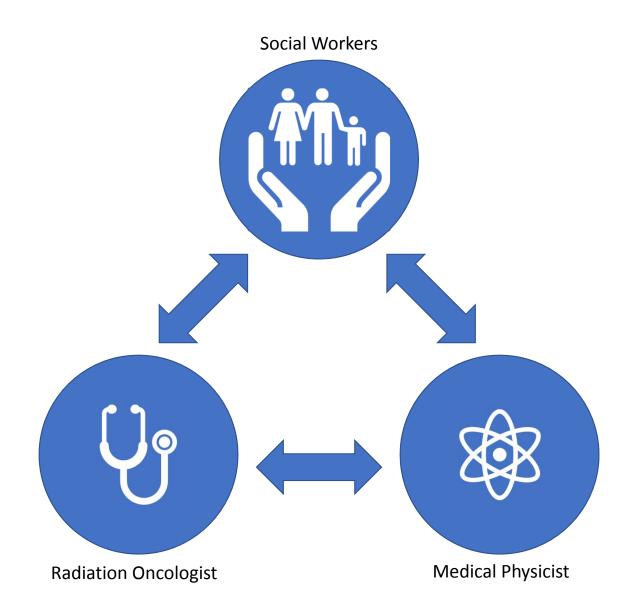








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#### Effective medical communication

- Setting goals for the encounter and shifting them as necessary during the interaction
- Accurately detecting and responding to patient reactions
- Reflecting on previous experiences with patients to inform future actions



1. Patient testimonials



- 1. Patient testimonials
- 2. Lecture



- Patient testimonials
- 2. Lecture

#### **Clinical Communication Frameworks**

- 2. Bayer Institute for Health Care Communication E4 Model (Keller et al.)
  - Empathize
  - Engage
  - Educate
  - Enlist

UC San Diego

Derek Brown / AAPM COMP 2020 / #4



- 1. Patient testimonials
- 2. Lecture
- 3. Practice



#### Evaluation

- 1. Communication skills Competence
- 2. Communication skills Confidence
- 3. Attitudes



Patient Testimonial Videos + Reflective Piece

**Overview of Radiation Oncology Process** 

Session

1

Simulated Patient Encounter #1

Lecture

Session

2

Simulated Patient Encounter #2

**Reflective Piece** 



#### Patient Testimonial Videos + Reflective Piece

#### Prep



Nalie 25.4K subscribers

https://www.youtube.com/user/nalieagustin





Introduction to Radiation





Breast Cancer Radiation Round 1 to 5



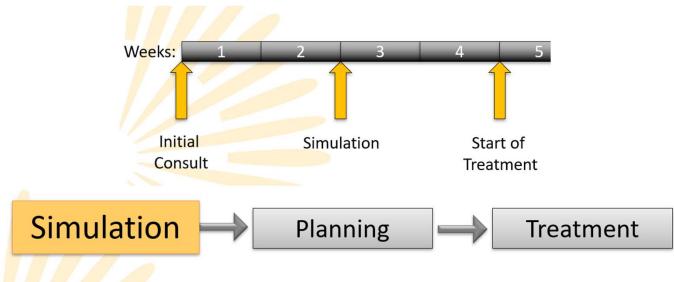
Radiation Therapy CT scans and Tattoos for Breast Cancer



Breast Cancer Radiation Round 21-25: Burns and Side Effects

Patient Testimonial Videos + Reflective Piece

**Overview of Radiation Oncology Process** 







 Goal: Acquire a scan of the patient for treatment planning.

Patient Testimonial Videos + Reflective Piece

Overview of Radiation Oncology Process

Session

Simulated Patient Encounter #1

Baseline (Competence)

Lecture



Prec

Patient Testimonial Videos + Reflective Piece

Overview of Radiation Oncology Process

Session 1 Standardized Patient Encounter #1

Baseline (Competence)

Lecture

Session

Simulated Patient Encounter #2

**Evaluation** (Competence)

**Reflective Piece** 

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Patient Testimonial Videos + Reflective Piece

**Overview of Radiation Oncology Process** 

Session

1

Simulated Patient Encounter #1

Baseline (Competence)

Lecture

Session

2

Simulated Patient Encounter #2

**Evaluation** (Competence)

**Reflective Piece** 

VCUHealth.

#### **Pre-Training Survey (Confidence)**

Prep

Patient Testimonial Videos + Reflective Piece

**Overview of Radiation Oncology Process** 

Session

1

Simulated Patient Encounter #1

Lecture

Session

2

Simulated Patient Encounter #2

**Reflective Piece** 

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**Post-Training Survey (Confidence)** 

Patient Testimonial Videos + Reflective Piece



6

Overview of Radiation Oncology Process

Session

1

Simulated Patient Encounter #1

Lecture

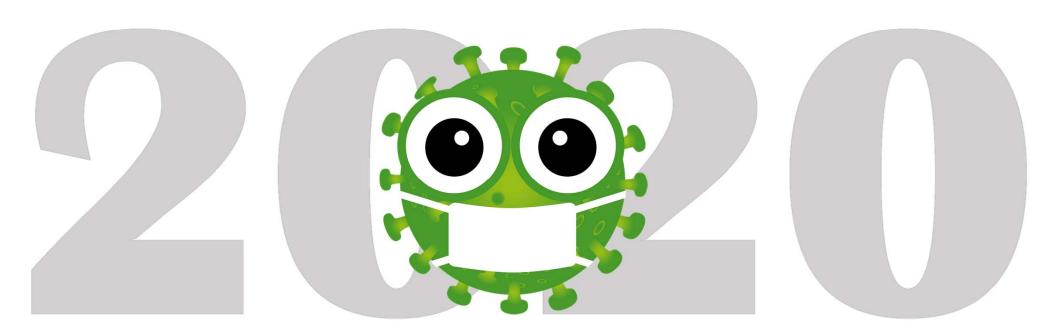
Session

2

Simulated Patient Encounter #2

**Reflective Piece** 

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Patient Testimonial Videos + Reflective Piece

**Overview of Radiation Oncology Process** 

Session

1

Simulated Patient Encounter #1

Lecture

Session

2

Simulated Patient Encounter #2

Reflective Piece





Patient Testimonial Videos + Reflective Piece

**Overview of Radiation Oncology Process** 

Session

1

Simulated Patient Encounter #1

Lecture

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Simulated Patient Encounter #2

Reflective Piece





Patient Testimonial Videos + Reflective Piece

March

6

Virtual

**Overview of Radiation Oncology Process** 

Simulated Patient Encounter #1

Lecture

Simulated Patient Encounter #2

Reflective Piece

May







#### Participants:

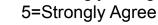
All volunteered - Independent of any course, not graded

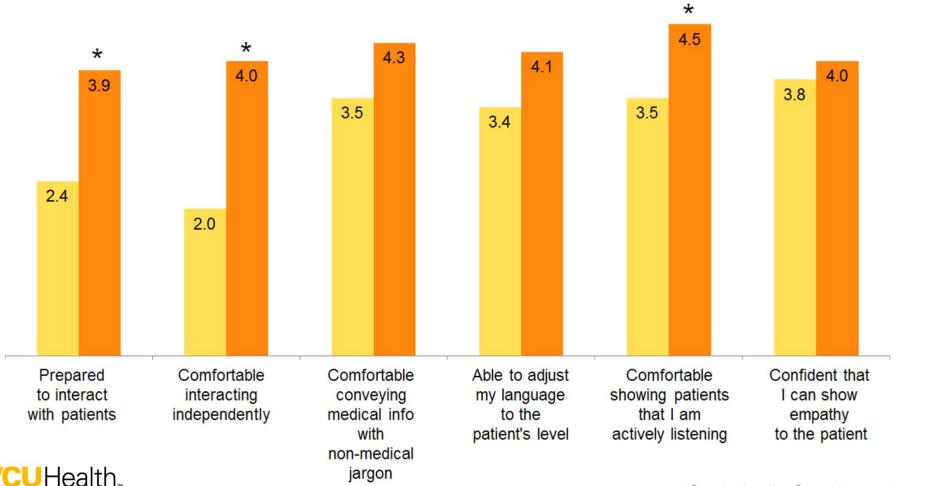
	n
Certificate	1
M.S	3
Ph.D	3
Post Doc.	1
Total	8



#### Pre vs Post survey: Confidence/Comfort

Scale: 1=Strongly Disagree

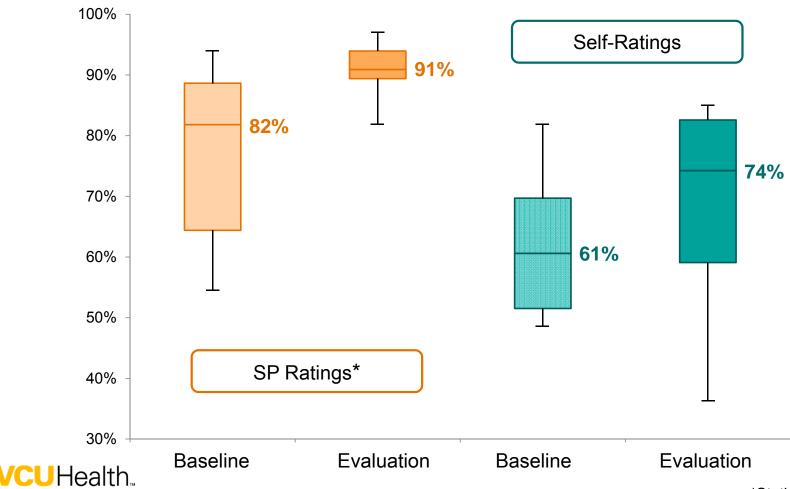




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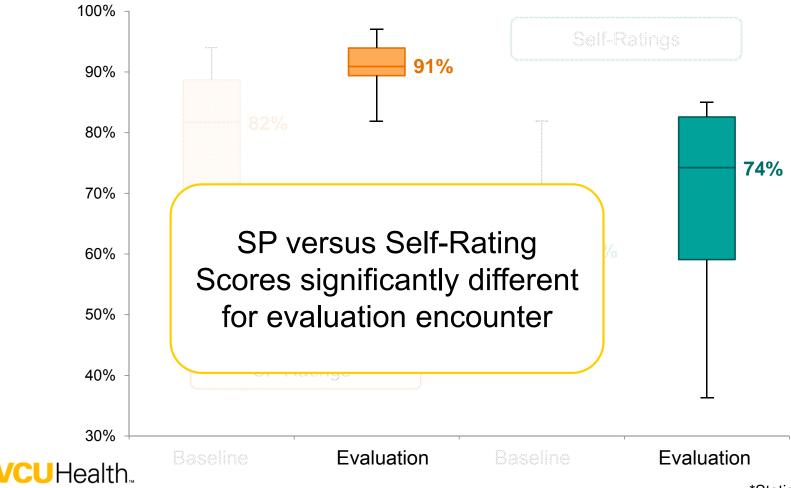
\*Statistically Significant (α=0.05)

#### Patient encounter performance: Competence



\*Statistically Significant (α=0.05)

#### Patient encounter performance: Competence



\*Statistically Significant (α=0.05)

#### Next steps on data analysis

- RO/MP attendings to score encounters
- Compare attending, SP, and self-rating scores
- Qualitative analysis of reflective pieces







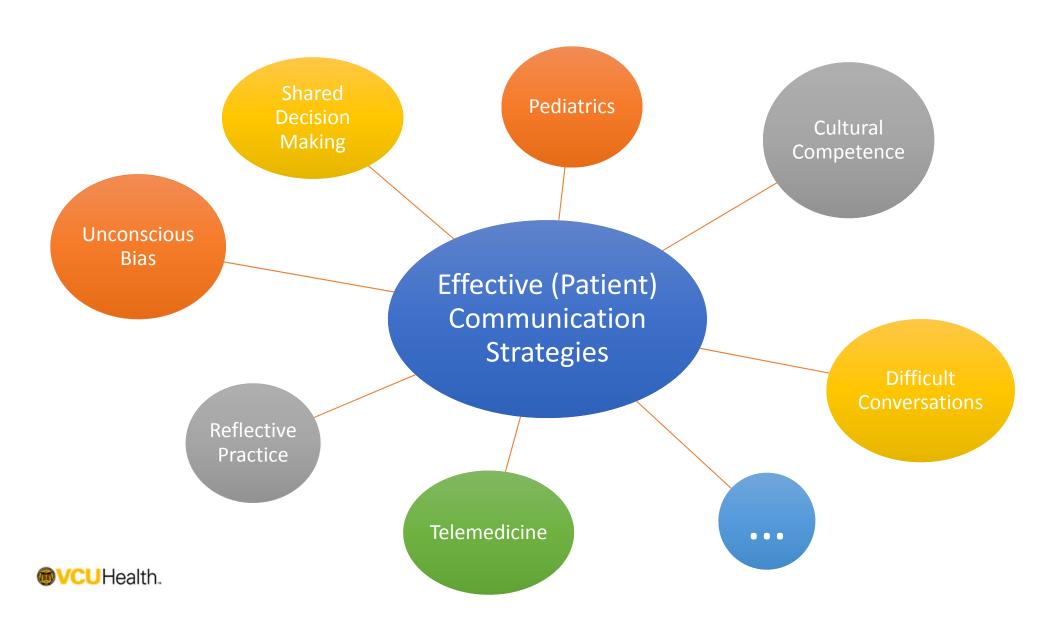






Effective (Patient)
Communication
Strategies





#### PCT team:

Emma Fields, MD
Whitney Burton-Meleski, LCSW
Caitlin Duffy, MSW
Caroline Athing, MSW
Dana Burns, NP, FNP-BC
Lauretta Cathers, PhD, LMSW





#### Acknowledgements

Todd Atwood, PhD Derek Brown, PhD Titania Juang, PhD

