Using Tool Kits to Teach Residents Communication Skills
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Title: Using Tool Kits to Teach Residents Communication Skills. Purpose: The purpose of this session is to facilitate creating an interactive and experiential half day or one day learning session on communication skills for internal medicine residents using a combination of role play, video review, objective structured clinical exams (OSCE), and clinical pearls with validated assessment tools and resources from the literature fashioned as a tool kit. Attendees will take home case outlines and practical tools to match their institution learning needs and resources. Learning objectives: 1) To identify the learning needs of residents in your program with regard to communication skills and to identify your teaching resources. 2) To identify which skills would be appropriate for role play exercises, video review, or an OSCE. 3) To write an OSCE case addressing a specific communication skill, an accompanying evaluation rubric, and a tool kit for the resident to take. Teaching Methods: There will be a 10 minute introduction followed by small group activities and time to share with the larger group. Attendees will identify learning needs of residents in their program, and available resources at their institution to deliver a feasible and effective, interactive session (15 min). We will discuss examples of role play, interactive videos, and objective structured clinical exams (OSCE) and best fit for the specific skill to be learned (15 min). Attendees will create the outline of a case and building blocks for interactive scenarios that can serve as a spring board to implement communication skills sessions at their institution (20 min). We will discuss building a specific communication skills tool kit utilizing validated communication skills assessment tools, clinical pearls, and validated surveys and resources from the literature (15 min). This tool kit is handed to the residents at the end of the training session to be used as clinical pearls they can easily reference on future patient interactions and are valuable tools across many different clinical settings. The workshop will close with a 10 minute question and answer period, followed by a 5 minute written evaluation. Teaching Materials: handouts, worksheets, and power point slides. Evaluation Description: A written evaluation will be given at the end of the workshop to evaluate what participants gained.