The Memorial Sloan Kettering Cancer Center
Psycho-Oncology Education & Training Institute presents:

Communication Skills Training for Health Professionals

SATURDAY, MAY 7, 2016

Conference Location:
MEMORIAL SLOAN KETTERING CANCER CENTER
Rockefeller Research Laboratories
430 East 67th Street, New York, NY 10065
Course Overview

This one-day course provides an overview of the importance of effective communication skills in a clinical interaction, and emphasizes evidence based communication skills and strategies to support the health professional in common challenging interactions. The day’s workshop will present a combination of didactics and experiential small group discussions and role plays to practice the communication skills and strategies relevant to the clinician in a variety of clinically sensitive situations with patients and caregivers.

A variety of modules are offered, and are designed around the foundations of communication skills in sensitive/clinical encounters to provide skills practice in difficult situations with patients and families. Our program includes: Responding Empathically to Patients, Responding to Patient Anger or Responding to Challenging Families or Responding to Adverse Events, and Shared Decision Making including clinical Trials or Discussing Death, Dying and End of Life Goals of Care or Discussing Prognosis. Participating in all three modules, health care professionals will have a strong foundation to facilitate the acquisition of communication skills.

EDUCATIONAL OBJECTIVES

• understand the rationale for communication skills training
• understand the rationale for the use of role play in communication skills training
• understand the definition of clinical empathy, and recognize the varying empathic opportunities
• understand the goal and core communication components of responding to patient anger effectively
• understand the implications of the ways in which prognosis is discussed
• understand the challenges of providing complex clinical trial information in an ethical fashion
• understand how to initiate discussions of transition to palliative care, death and dying

TARGET AUDIENCE

This course is directed towards Physicians, Nurses, Nurse Practitioners, Social Workers, and other clinicians in the healthcare setting.
Program Agenda

Saturday, May 7, 2016

8:15-9:00 am BREAKFAST & REGISTRATION

9:00-9:30 am Introduction to Communication Skills Training

9:30-10:00 am MODULE 1 Responding Empathically to Patients

10:00-11:30 am MODULE 1 Small Group Role Play

11:30-11:45 am COFFEE BREAK

11:45-12:15 pm MODULE 2 Challenging Communication Interactions
Choice of one of the following didactics:
- Responding to Patient Anger
- Challenging Interactions with Family Members
- Responding to Adverse Events

12:15-1:00 pm LUNCH

1:00-2:30 pm MODULE 2 Small Group Role Play
- Responding to Patient Anger
- Challenging Interactions with Family Members
- Responding to Adverse Events

2:30-2:45pm BREAK

2:45-3:15pm MODULE 3 Clinically Sensitive Discussions
Choice of one of the following didactics:
- Shared Decision Making about Treatment Options with Clinical Trials
- Discussing Prognosis
- Discussing Death, Dying and End of Life Goals of Care

3:15-4:45pm MODULE 3 Small Group Role Play
- Shared Decision Making about Treatment Options with Clinical Trials
- Discussing Prognosis
- Discussing Death, Dying and End of Life Goals of Care

4:45-5:00pm CLOSING COMMENTS

www.mskcc.org/comskil
Faculty & Facilitators

MSK COURSE DIRECTOR

Patricia A. Parker, PhD
Director, Communication Skills Training and Research Laboratory
Department of Psychiatry & Behavioral Sciences

MSK FACULTY

Smita Banerjee, PhD
Assistant Attending Behavioral Scientist
Department of Psychiatry and Behavioral Sciences

Philip Bialer, MD
Attending Psychiatrist
Department of Psychiatry and Behavioral Sciences

William Breitbart, MD
Chairman, Department of Psychiatry and Behavioral Sciences

Kimberly Chow, ANP-BC, ACHPN
NP Coordinator, Clinical Program Manager
Palliative Medicine Service

Jeffrey Freedman, MD
Associate Attending Psychiatrist
Department of Psychiatry and Behavioral Sciences

Carol Krueger, LCSW
Patient Representative
Department of Patient Representatives

Ruth Manna, MPH
Manager, Comskil Program
Department of Psychiatry and Behavioral Sciences

Daniel McFarland, DO
Instructor, Department of Medicine

Jamie Ostroff, PhD
Attending Psychologist
Chief, Behavioral Sciences Service and Vice Chair for Research

Deborah Stein, NP
Nurse Practitioner Specialist, Critical Care

Talia Zaider, PhD
Assistant Attending Psychologist
Director, Family Therapy Clinic,
Department of Psychiatry and Behavioral Sciences

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REGISTRATION

EARLY  GENERAL

$200  $250  MDs, PhDs, and DOs

$140  $175  MSK Alliance Members
and MSK Alumni

$100  $150  Trainees (Fellows, Residents), RNs,
and Other Healthcare Providers

*Deadline for early registration is April 15, 2016.

To register today, please visit:
www.mskcc.org/comskil

Registration includes continental breakfast and refreshment breaks. Special meals
are available upon request, including vegetarian, kosher, or gluten-free. Please
let us know if we can assist you with any special dietary needs.

The registration fee is waived for all MSK staff. However, you must register for the
course by visiting the Continuing Medical Education page on OneMSK.

CONTACT  Office of Continuing Medical Education
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            New York, New York 10017
            cme@mskcc.org

TARGET AUDIENCE
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Nurses, Nurse Practitioners, Social Workers,
and other clinicians in the healthcare setting

COURSE DESIGN
This course is comprised of lectures
and interactive audience participation
encouraging the intellectual exchange of
ideas between faculty and participants.

EVALUATION
A course evaluation survey sent out
electronically will provide attendees with the
opportunity to review the sessions and the
speakers and to identify future educational
needs.

AMA CREDIT DESIGNATION STATEMENT
MSK designates this live activity for a
maximum of 6.75 AMA PRA Category 1
Credits™. Physicians should only claim credit
commensurate with the extent of their
participation in the activity. The AMA has
determined that physicians not licensed in
the United States but who participate in this
CME activity are eligible for 6.75 AMA PRA
Category 1 Credit(s)™.

ACCOMMODATIONS
For information on hotels in the area of MSK
with discounted rates, please visit:
mskcc.org/accommodations.

FACULTY DISCLOSURE
It is the policy of MSK to make every effort
to insure balance, independence, objectivity,
and scientific rigor in all continuing medical
education activities which it sponsors as an
ACCME accredited provider. In accordance
with ACCME guidelines and standards,
all faculty participating in an activity
sponsored by MSK are expected to disclose
any significant financial interest or other
relationship with the manufacturer(s) of any
commercial product(s) and/or provider(s) of
commercial services which are discussed
by the faculty members in an educational
presentation. As required by the ACCME,
when an unlabeled use of a commercial
product or an investigational use not yet
approved for any purpose is discussed
during an educational activity, MSK requires
the speaker to disclose that the product is
not labeled for the use under discussion or
that the product is still investigational.

OUTCOMES MEASUREMENT SURVEY
Six months after the end of the course an
Outcomes Measurement Survey will be
sent to all participants to help us determine
what positive impacts have been made on
participant practice as a result of the course.

ACCREDITATION STATEMENT
MSK is accredited by the Accreditation
Council for Continuing Medical Education
(ACCME) to provide continuing medical
education for physicians.