



Memorial Sloan Kettering  
Cancer Center™

comskill  
TRAINING PROGRAM



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

# Communication Skills Training for Health Professionals

SATURDAY, MAY 7, 2016

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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	<b>BREAKFAST &amp; REGISTRATION</b>
9:00-9:30 am	Introduction to Communication Skills Training
9:30-10:00 am	<b>MODULE 1</b> <b>Responding Empathically to Patients</b>
10:00-11:30 am	<b>MODULE 1</b> <b>Small Group Role Play</b>
11:30-11:45 am	<b>COFFEE BREAK</b>
11:45-12:15 pm	<b>MODULE 2</b> <b>Challenging Communication Interactions</b> Choice of one of the following didactics: <ul style="list-style-type: none"><li>• Responding to Patient Anger</li><li>• Challenging Interactions with Family Members</li><li>• Responding to Adverse Events</li></ul>
12:15-1:00 pm	<b>LUNCH</b>
1:00-2:30 pm	<b>MODULE 2</b> <b>Small Group Role Play</b> <ul style="list-style-type: none"><li>• Responding to Patient Anger</li><li>• Challenging Interactions with Family Members</li><li>• Responding to Adverse Events</li></ul>
2:30-2:45pm	<b>BREAK</b>
2:45-3:15pm	<b>MODULE 3</b> <b>Clinically Sensitive Discussions</b> Choice of one of the following didactics: <ul style="list-style-type: none"><li>• Shared Decision Making about Treatment Options with Clinical Trials</li><li>• Discussing Prognosis</li><li>• Discussing Death, Dying and End of Life Goals of Care</li></ul>
3:15-4:45pm	<b>MODULE 3</b> <b>Small Group Role Play</b> <ul style="list-style-type: none"><li>• Shared Decision Making about Treatment Options with Clinical Trials</li><li>• Discussing Prognosis</li><li>• Discussing Death, Dying and End of Life Goals of Care</li></ul>
4:45-5:00pm	<b>CLOSING COMMENTS</b>



## 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

# 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/ComskilTraining](http://www.mskcc.org/ComskilTraining)

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](mailto:cme@mskcc.org)

### TARGET AUDIENCE

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### 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)™**.

### ACCREDITATION STATEMENT

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

### 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.

### ACCOMMODATIONS

For information on hotels in the area of MSK with discounted rates, please visit: [mskcc.org/accommodations](http://mskcc.org/accommodations).