

# Difficult Conversations in Healthcare: Pedagogy and Practice

SATURDAY, JANUARY 9, 2010 OR SATURDAY, JUNE 12, 2010

CHILDREN'S HOSPITAL BOSTON AT WALTHAM  
WALTHAM, MA USA

Course Director

Elizabeth A. Rider, MSW, MD, FAAP



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PRESENTED BY



HARVARD MEDICAL SCHOOL  
Department of Continuing Education



Institute for Professionalism  
& Ethical Practice  
Cultivating Relational Competence in Healthcare



Children's Hospital Boston

[www.cme.hms.harvard.edu/courses/Conversations](http://www.cme.hms.harvard.edu/courses/Conversations)

## COURSE DESCRIPTION

Difficult Conversations in Healthcare: Pedagogy and Practice is a 1-day faculty development course that offers the opportunity to learn about an innovative philosophy and pedagogical approach for teaching and enhancing relational capacities and communication skills in physicians, social workers, nurses, and other health care professionals who work in a variety of academic and clinical healthcare settings.

The course is designed for physicians in all specialties, medical education leaders, and multidisciplinary healthcare professionals interested and/or involved in teaching in the areas of interpersonal and communication skills, professionalism, relationship-centered care, patient-practitioner relationships and related topics.

Course participants will learn about an innovative, collaborative relational learning model, known as the Program to Enhance Relational and Communication Skills (PERCS), which was developed by the Institute for Professionalism & Ethical Practice (IPEP) at Children's Hospital Boston, for teaching and enhancing communication skills and relational capacities. We will create a safe environment for relational learning, use realistic enactments with professional actors, and integrate patient and family perspectives in innovative ways.

Participants will experience and learn about a variety of educational strategies and pedagogy including:

- The PERCS model of realistic enactments with professional actors, collaborative learning, and reflection and feedback.
- Use of narratives
- Videotape and discussion
- Interactive didactic presentation
- Appreciative inquiry
- Small group team-based learning
- Large group discussion
- Facilitated reflections



We will pause at several junctures, ask participants to step back from the learning process, and reflect together on our experience as learners and as medical educators. We will discuss the central pedagogic principles, outline their ethical and conceptual rationale, and consider how participants might usefully integrate the pedagogy (i.e., the method and practice of teaching) into educational endeavors in their home institutions.



### **David Browning, MSW, BCD, FT**

Director, Initiative for Pediatric Palliative Care  
Education Development Center, Inc.  
Senior Scholar,  
Institute for Professionalism and Ethical Practice, Children's Hospital Boston  
Lecturer on Anesthesia, Harvard Medical School

### **Meg Comeau, MHA**

Family Faculty,  
Institute for Professionalism and Ethical Practice, Children's Hospital Boston  
Project Director, the Catalyst Center: Improving Financing of Care for Children and Youth  
with Special Health Care Needs  
Boston University School of Public Health

### **Elizabeth Rider, MSW, MD, FAAP** (Course Director)

Director of Academic Programs,  
Institute for Professionalism and Ethical Practice, Children's Hospital Boston  
Director of Programs for Communication Skills,  
John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital  
Assistant Professor of Pediatrics, Harvard Medical School  
Co-Chair, Medicine Academy, National Academies of Practice  
Co-Author, A Practical Guide to Teaching and Assessing the ACGME Core Competencies

### **Robert Truog, MD**

Professor of Medical Ethics & Anesthesia (Pediatrics), Harvard Medical School  
Executive Director,  
Institute for Professionalism and Ethical Practice, Children's Hospital Boston  
Director of Clinical Ethics,  
Department of Social Medicine, Harvard Medical School  
Chair, Embryonic Stem Cell Research Oversight Committee, Harvard University  
Senior Associate in Critical Care Medicine, Children's Hospital Boston

**Difficult Conversations in Healthcare** provides teaching and learning strategies for the communication skills and professionalism competencies required by many regulatory organizations including the ACGME, LCME (USA), CACMS, RCPSC, CanMEDS (Canada), General Medical Council (UK), Institute for International Medical Education, and others.

“*The most helpful aspects of the training were the multi-disciplinary perspectives and rich dialogue. I learned from all participants.*”

*-- 2007 Physician Participant*



# Difficult Conversations in Healthcare: Pedagogy and Practice

Saturday, January 09, 2010 • Saturday, June 12, 2010

10:00am - 10:20am

## Welcome and Reception

10:20pm - 10:45pm

## Introduction

Elizabeth Rider, MSW, MD, FAAP

## Background and History

Robert Truog, MD

## Objectives: Relational Learning, Reflection and Action

Elizabeth Rider, MSW, MD, FAAP

10:45pm - 11:15pm

## "Speaking the Same Language"

## Videotape and Discussion

Meg Comeau, MHA

11:45pm - 11:45pm

## Pedagogy: What We Have Learned

David Browning, MSW, BCD, FT

11:45pm - 12:15pm

## Lunch and Discussion

12:15pm - 1:15pm

## Sharing Our Experience: Narrative and Reflection

Elizabeth Rider, MSW, MD, FAAP

1:15pm - 2:00pm

## Difficult Conversation I Debriefing and Feedback

David Browning, MSW, BCD, FT and Faculty

2:00pm - 2:45pm

## Difficult Conversation II Debriefing and Feedback

David Browning, MSW, BCD, FT and Faculty

2:45pm - 3:00pm

## Break

3:00pm - 4:00pm

## Next Steps: Strategies for Implementation

All Faculty

4:00pm - 4:30pm

## Reflections and Take Home Lessons

Elizabeth Rider, MSW, MD, FAAP

Register online at:

[www.cme.hms.harvard.edu/courses/conversations](http://www.cme.hms.harvard.edu/courses/conversations)

Learn more about:

Institute for Professionalism & Ethical Practice at: [www.ipepweb.org](http://www.ipepweb.org)

The Harvard Macy Institute's Program for Educators in Health Professions and the Program for Leading Innovations in Health Care & Education at: [www.harvardmacy.org](http://www.harvardmacy.org)

Program changes/substitution may be made without notice.



## COURSE INFORMATION

### Course Objectives

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**This course will provide participants with the opportunity to:**

- Understand the philosophy and components of relational learning
- Experience and learn about a range of teaching and facilitation skills appropriate to teaching about communication and relationships in health care
- Develop strategies to promote and implement relational teaching and learning within their home institutions

#### Who Should Attend?

- Physicians in all specialties
- Residency Program Directors
- Clerkship Directors
- Medical School Deans
- Department Chairs
- Medical Education Leaders
- Medical Educators
- Social Workers
- Psychologists
- Advanced Practice Nurses
- Multidisciplinary Healthcare Professionals and others involved in teaching and/or developing programs in the areas of interpersonal and communication skills, professionalism, relationship-centered care, patient-practitioner relationships and related topics

### Accreditation

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Harvard Medical School designates this educational activity for a maximum of 6 AMA PRA Category 1 Credit(s)<sup>™</sup>

Physicians should only claim credit commensurate with the extent of their participation in the activity.

Social Workers: This program has been approved for six Continuing Education hours for relicensure, in accordance with 258 CMR 31.00. Collaborative of NASW-MA and the Boston College and Simmons College Schools of Social Work.

### Course Location

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Children's Hospital Boston at Waltham, 9 Hope Avenue, Waltham, MA 02453.

### Accommodations

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Hotel rooms in Boston are limited. You are urged to make your reservations early.

A map of Boston listing local hotels will be sent with your confirmation of enrollment. For additional housing assistance, please call Boston Reservations at (617) 332-4199.

### Travel

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For information on reduced airfare, call the HMS Travel Desk toll free 1(877) 4-HARVMD (1-877-442-7863) Monday - Friday 9 AM - 8 PM (EST). From outside the U.S., Canada and Virgin Islands, please call (617) 559-3764.

### Refund policy

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A handling fee of \$60 is deducted for cancellation. Cancellations must be received in writing two weeks prior to event.

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*“The program provides the most wonderful experience for implementing “difficult communication” teaching . . . The participants from different countries (Sweden, Lebanon, Taiwan and U.S.) provided different points of view and responses from their cultural perspectives for the same case scenario. All these impacted me greatly.”*

*-- 2008 Physician and International Participant*

# REGISTRATION FORM

**REGISTRATION** Register early, space is limited. All foreign payments must be made by a draft on a United States bank or by Visa or MasterCard. Telephone registrations are not accepted. If paying by check, make it payable to Harvard Medical School and mail with the completed registration form to: **Harvard Medical School - Department of Continuing Education, P.O. Box 825, Boston, MA 02117-0825**. If paying by credit card, register online at [www.cme.hms.harvard.edu/courses/Conversations](http://www.cme.hms.harvard.edu/courses/Conversations) Telephone, fax or mail- in registration with credit card payment is not accepted.

**INQUIRIES** Inquiries should be directed to the above address, made by phone: (617) 384-8600, Monday-Friday, 10AM to 4PM (EST), or by email: [hms-cme@hms.harvard.edu](mailto:hms-cme@hms.harvard.edu). Upon receipt of registration a confirmation letter will be mailed to the address listed on the form.

**FOR INQUIRIES ABOUT THE COURSE ITSELF**, please contact Allyson Wall, Course Coordinator, by e-mail: [allyson.wall@childrens.harvard.edu](mailto:allyson.wall@childrens.harvard.edu) or phone: (617) 355-5021.



**REGISTER EARLY**  
Course limited to  
20 participants.

## Difficult Conversations in Healthcare: Pedagogy and Practice

### Select Course Date

- Saturday, January 9, 2010** COURSE # 3024265
- Saturday, June 12, 2010** COURSE # 3024266

### Registration Fee

- Physicians**
- All other health professionals and medical educators**

### Tuition

**\$495 (USD)**  
**\$425 (USD)**

### Full Name

First

MI

Last

Degree

### Street Address

City

### State/Province

Zip/Postal Code

Country

### Daytime Phone

Fax Number

### Email Address

Please check if you wish to be excluded from receiving email notices of future HMS-DCE programs.

### Profession

Board Certified?  Yes  No

Organization Affiliation

### Physicians: Principal Specialty

Professional School Attended

Year of Graduation

## PAYMENT INFORMATION:

**Paying by Check:** Make check payable to Harvard Medical School and mail it with this form to: **Harvard Medical School - Department of Continuing Education, P.O. Box 825, Boston, MA 02117-0825**

**Paying by Credit Card:** Please register online at [www.cme.hms.harvard.edu/courses/Conversations](http://www.cme.hms.harvard.edu/courses/Conversations) Telephone, fax or mail- in registration with credit card payment is not accepted.