

2018-11-29: Navigating Crucial Conversations with Patients: How Are We Training Residents and Students?

The following links were shared during the chat:

- Emotional Intelligence: Use in Medical Education and Practice <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2997248/>
- Emotional Intelligence as a Crucial Component to Medical Education <https://www.ijme.net/archive/6/emotional-intelligence/>
- Vital Signs <https://www.vitalsmarts.com/crucial-conversations-training/>
- Crucial Conversations and Conflict Resolution Interprofessional Simulation <https://www.mededportal.org/publication/10063/>
- Assessment of Death Notification Skills Among Emergency Medicine Residents Using GRIEV_ING in High-Fidelity Patient Simulation https://www.researchgate.net/publication/319145546_Assessment_of_Death_Notification_Skills_Among_Emergency_Medicine_Residents_Using_GRIEV_ING_in_High-Fidelity_Patient_Simulation
- Emotional intelligence in medical education: a critical review <https://onlinelibrary.wiley.com/doi/abs/10.1111/medu.12406>



MedEd Chat @MedEdChat8 hours ago

Welcome to the [#mededchat](#) (US) I am your moderator for the next hour [@alliance4clined](#) [#meded](#)



MedEd Chat @MedEdChat8 hours ago

The [#mededchat](#) topic & questions will be announced in a moment...for now, please introduce yourselves [#meded](#)



MedEd Chat @MedEdChat8 hours ago

If you are tuning in to the [#mededchat](#), remember to use the [#meded](#) AND [#mededchat](#) hashtag and try to answer with the Topic numbers (T1, T2, T3)



Gary Beck Dallaghan @GLBDallaghan8 hours ago

[@MedEdChat](#) Gary here in North Carolina! [#mededchat](#)



MedEd Chat @MedEdChat8 hours ago

We will assume that all of your tweets are your own during this hour unless otherwise stated [#meded](#) [#mededchat](#)



MedEd Chat @MedEdChat8 hours ago

T1 about to come up in a few moments [#meded](#) [#mededchat](#)



Grace Oliver, The Ghost of M4s Past @GraceOliverMD2B8 hours ago

Hi! I'm Grace, an M4 applying for residency positions in family medicine [#mededchat](#)



MedEd Chat @MedEdChat8 hours ago

Topic 1: Why is the topic of crucial conversations so vital to health care? [#mededchat](#) [#meded](#)



MedEd Chat [@MedEdChat8 hours ago](#)

[@GraceOliverMD2B](#) Welcome to the chat and good luck with residency interviews! [#mededchat](#)



Gary Beck Dallaghan [@GLBDallaghan8 hours ago](#)

[@MedEdChat](#) T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence behaviors. <https://t.co/QLop2NI4Ly> [#mededchat](#)



MedEd Chat [@MedEdChat8 hours ago](#)

RT [@GLBDallaghan](#): [@MedEdChat](#) T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence beha...



Dr. Sateesh Arja [@ArjaSateesh8 hours ago](#)

RT [@GLBDallaghan](#): [@MedEdChat](#) T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence beha...



Grace Oliver, The Ghost of M4s Past [@GraceOliverMD2B8 hours ago](#)

T1 Education on handling crucial conversations is important because of the weight they have in our relationships with our patients. Breaking bad news/apologizing for a mistake can stick with them forever whether we did it well or not, so I'd rather learn to do it well. [#mededchat](#)



ADMSEP [@admsep8 hours ago](#)

[@MedEdChat](#) T1 [#mededchat](#) At the heart of medicine lies the all important communication skills. Emotional intelligence is critical for that competency <https://t.co/pXu94k1SeT>



MedEd Chat [@MedEdChat8 hours ago](#)

RT [@admsep](#): [@MedEdChat](#) T1 [#mededchat](#) At the heart of medicine lies the all important communication skills. Emotional intelligence is criti...



Alliance4ClinEd [@Alliance4ClinEd8 hours ago](#)

RT [@admsep](#): [@MedEdChat](#) T1 [#mededchat](#) At the heart of medicine lies the all important communication skills. Emotional intelligence is criti...



Alliance4ClinEd [@Alliance4ClinEd8 hours ago](#)

RT [@GLBDallaghan](#): [@MedEdChat](#) T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence beha...



Heather Paladine [@paladineh8 hours ago](#)

[@MedEdChat](#) Can I get a quick definition? Is this being aware of emotions in conversations with patients or something more specific. [#meded#mededchat](#)



Gary Beck Dallaghan [@GLBDallaghan8 hours ago](#)

[@GraceOliverMD2B](#) T1 Do you think mastering these skills is important for your interactions with peers, other health care providers as well as patients? [#mededchat](#)



MedEd Chat [@MedEdChat8 hours ago](#)

[@paladineh](#) T1 [#mededchat](#) These are those conversations that are difficult to have....whether it be with a colleague, patient, child, student....whomever really. How do you approach the discussion? What are your reasons for having the conversation?



Gary Beck Dallaghan @GLBDallaghan8 hours ago

[@paladineh](#) [@MedEdChat](#) T1 [#mededchat](#) As this link to Vital Signs describes it....crucial conversations are those discussions when stakes are high. <https://t.co/87HRUL9iH5>



MedEdBot @MedEdBot8 hours ago

RT [@MedEdChat](#): We will assume that all of your tweets are your own during this hour unless otherwise stated [#meded](#) [#mededchat](#)



MedEdBot @MedEdBot8 hours ago

RT [@MedEdChat](#): T1 about to come up in a few moments [#meded](#) [#mededchat](#)



MedEdBot @MedEdBot8 hours ago

RT [@MedEdChat](#): Topic 1: Why is the topic of crucial conversations so vital to health care? [#mededchat](#) [#meded](#)



Dr. Sateesh Arja @ArjaSateesh8 hours ago

[@MedEdChat](#) [#mededchat](#) Understanding the cultural beliefs of patients regarding health and illness and emotions associated with the impact of illness on patients and patients' families is crucial in patient care [#meded](#)



MedEd Chat @MedEdChat8 hours ago

RT [@GLBDallaghan](#): [@paladineh](#) [@MedEdChat](#) T1 [#mededchat](#) As this link to Vital Signs describes it....crucial conversations are those discussio...



Alliance4ClinEd @Alliance4ClinEd8 hours ago

[@ArjaSateesh](#) [@MedEdChat](#) T1 [#mededchat](#) Without a doubt. One component of Patterson's work is that he always reminds people to start with heart....trying to understand and empathize with where the other person is that led to needing this conversation



Michael Gisondi @MikeGisondi8 hours ago

[@MedEdChat](#) T1: Trust in patient physician relationships is established through professionalism and interpersonal communications skills. These are key concepts in [#meded](#). Examples of crucial conversations: goals of care, breaking bad news, abuse, vulnerability. [#mededchat](#)



MedEd Chat @MedEdChat8 hours ago

RT [@MikeGisondi](#): [@MedEdChat](#) T1: Trust in patient physician relationships is established through professionalism and interpersonal communica...



Alliance4ClinEd @Alliance4ClinEd8 hours ago

RT [@MikeGisondi](#): [@MedEdChat](#) T1: Trust in patient physician relationships is established through professionalism and interpersonal communica...



Emily Shaffer @DrMissWV8 hours ago

Hi there! Just tuning in. I'm Emily from WV. Applying to path residency [#mededchat](#)



MedEd Chat [@MedEdChat8 hours ago](#)

Topic 2: In what ways do we teach [#medstudents](#) & residents this skill? Via formal didactics? Role modeling? [#mededchat](#) [#meded](#)



MedEd Chat [@MedEdChat8 hours ago](#)

[@DrMissWV](#) Welcome to the [#mededchat](#)!



Gary Beck Dallaghan [@GLBDallaghan8 hours ago](#)

[@MedEdChat](#) T1 [#mededchat](#) This [@MedEdPORTAL](#) item looks like it would be a great way to teach crucial conversations in an IPE simulation <https://t.co/x1pMIqqX3k> [@MegZ4UNC](#)



MedEd Chat [@MedEdChat8 hours ago](#)

RT [@GLBDallaghan](#): [@MedEdChat](#) T1 [#mededchat](#) This [@MedEdPORTAL](#) item looks like it would be a great way to teach crucial conversations in an I...



Alliance4ClinEd [@Alliance4ClinEd8 hours ago](#)

[@MedEdChat](#) T1 [#mededchat](#) These are skills that should be taught, but more importantly should be role modeled when [#medstudents](#) are doing clinical rotations



Grace Oliver, The Ghost of M4s Past [@GraceOliverMD2B8 hours ago](#)

T2 I had some didactic sessions, including simulations, which I think served as a foundation when I went out of my way to observe/participate in these clinical situations to learn by modeling. Even if it's learning what I don't want to do myself, it's learning! [#mededchat](#)



Emily Shaffer [@DrMissWV8 hours ago](#)

T1 There's a lot to unpack here bc of how varied "crucial conversations" are in subject matter. 1.) In general, these convos become the moments which may define a patient/family member's experience/future health-related attitudes & practices [#mededchat](#)



Gary Beck Dallaghan [@GLBDallaghan7 hours ago](#)

[@GraceOliverMD2B](#) T2 [#mededchat](#) So how did you feel when you recognized the modeling was what you didn't want to be? Did you talk through that with someone?



Dr. Sateesh Arja [@ArjaSateesh7 hours ago](#)

[@MedEdChat](#) [#mededchat](#) T2: Introducing Schwartz rounds to Med students enhances empathy, resilience, team-working, and reflection skills. [#meded](#)



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@ArjaSateesh](#): [@MedEdChat](#) [#mededchat](#) T2: Introducing Schwartz rounds to Med students enhances empathy, resilience, team-working, and refl...



Gary Galante [@GalanteMD7 hours ago](#)

[#mededchat](#) T2 We just had big conversation about this on residency training committee. Learning some of the basics in didactic and role modeling by preceptors are important, but senior residents need to lead these discussions with direct observation/feedback afterwards



Michael Gisondi [@MikeGisondi7 hours ago](#)

[@MedEdChat](#) T2: We need to give learners the words to say and opportunities to practice new communication skills. This requires role play, simulation, and direct observation. [#meded](#) [#mededchat](#) See: <https://t.co/uxriIMCvSZ>



Alliance4ClinEd [@Alliance4ClinEd7 hours ago](#)

[@GalanteMD](#) T2 [#mededchat](#) Do you feel like you need more training to do that? It's a lot to expect from a resident in some ways.



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@MikeGisondi](#): [@MedEdChat](#) T2: We need to give learners the words to say and opportunities to practice new communication skills. This requ...



Emily Shaffer [@DrMissWV7 hours ago](#)

T2 My school had a "giving bad news" SP encounter during 2nd yr clin skills course where we had to tell a patient that their cancer had progressed & we'd exhausted all treatment options beyond palliative. We watched videos of our encounters & got formative feedback [#mededchat](#)



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@DrMissWV](#): T2 My school had a "giving bad news" SP encounter during 2nd yr clin skills course where we had to tell a patient that their...



Gary Galante [@GalanteMD7 hours ago](#)

[#mededchat](#) T2 Too often we hear certain staff not being allowed to lead such conversations. To which I respond "do you want their first critical discussion be as a resident where you can coach/interject, or as a staff without a safety net?"



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@GalanteMD](#): [#mededchat](#) T2 Too often we hear certain staff not being allowed to lead such conversations. To which I respond "do you want..."



Gary Beck Dallaghan [@GLBDallaghan7 hours ago](#)

[@DrMissWV](#) T2 [#mededchat](#) What about other types of conversations not related to patient care? What if you have to have a conversation with a colleague who is dropping the ball and could jeopardize patients? Any training in those conversations?



Jennifer K. Chen, MD FAAP [@DrJenChen4kids7 hours ago](#)

[@MedEdChat](#) T1: Because they will be part of any career in medicine (unless one is a pathologist, maybe? Some radiologists do have to talk to patients directly!) [#mededchat](#)



Jennifer K. Chen, MD FAAP [@DrJenChen4kids7 hours ago](#)

[@MedEdChat](#) T2: Formal didactics and OSCEs can be a start, but it really requires repeated role modeling in real-life practice. I usually ask the trainee if they feel ok leading the conversation. If not, I'll take lead. If yes, I'm still there for backup support. [#mededchat](#)



MedEd Chat [@MedEdChat7 hours ago](#)

Topic 3: At the heart of crucial conversations is the an understanding of emotional intelligence. How do we convey the importance of recognizing EI to learners? Are there any good examples of programs doing this? [#mededchat](#) [#meded](#)



Alliance4ClinEd [@Alliance4ClinEd7 hours ago](#)

RT [@DrJenChen4kids](#): [@MedEdChat](#) T2: Formal didactics and OSCEs can be a start, but it really requires repeated role modeling in real-life pr...



Jennifer K. Chen, MD FAAP [@DrJenChen4kids7 hours ago](#)

[@MedEdChat](#) Jennifer from San Diego [#mededchat](#)



Emily Shaffer [@DrMissWV7 hours ago](#)

[@GLBDallaghan](#) Unfortunately, it's been my understanding/experience that most of those encounters are largely considered to be components of the "hidden curriculum" & therefore only addressed when a student/trainee has violated one of these unwritten rules [#MedEdChat](#) [#professionalism](#)



Gary Beck Dallaghan [@GLBDallaghan7 hours ago](#)

[@DrMissWV](#) T2 [#mededchat](#) That's unfortunate because the stakes are probably even higher then and the conversations not handled well. :(



Gary Beck Dallaghan [@GLBDallaghan7 hours ago](#)

[@MedEdChat](#) T3 [#mededchat](#) This is a topic that I think intuitively [#medstudents](#) believe to be important....but to include as part of the curriculum would be perceived as unnecessary (especially if it's not on [#USMLE](#) Maybe I'm being too cynical.



Jennifer K. Chen, MD FAAP [@DrJenChen4kids7 hours ago](#)

[@DrMissWV](#) [@MedEdChat](#) Good point Gary, definitely didn't get much training in those types of conversations! I usually ask my team senior how they think the interns/med students are doing, and if one of them is having issues we discuss how to give that feedback [#mededchat](#)



Jennifer K. Chen, MD FAAP [@DrJenChen4kids7 hours ago](#)

[@MedEdChat](#) T3: One would hope the med school interview helps screen for EI but unfortunately not. It's really hard to reach, but even stoic-type personalities can learn communication skills to convey impression of EI [#mededchat](#)



Jennifer K. Chen, MD FAAP [@DrJenChen4kids7 hours ago](#)

[@MedEdChat](#) T3: One would hope the med school interview process helps screen for EI but unfortunately not. It's really hard to teach, but even stoic-type personalities can learn communication skills to convey impression of EI [#mededchat](#)



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@DrJenChen4kids](#): [@MedEdChat](#) T3: One would hope the med school interview process helps screen for EI but unfortunately not. It's really h...



Michael Gisondi [@MikeGisondi7 hours ago](#)

[@MedEdChat](#) T3: Consider teaching emotional intelligence through the lens of leadership training. [#meded](#) [#mededchat](#)



Gary Beck Dallaghan [@GLBDallaghan7 hours ago](#)

T3 [#mededchat](#) Here is an interesting article that did a critical review of EI topics <https://t.co/AY6Ut7ZvqH>



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@GLBDallaghan](#): T3 [#mededchat](#) Here is an interesting article that did a critical review of EI topics <https://t.co/AY6Ut7ZvqH>



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@MikeGisoni](#): [@MedEdChat](#) T3: Consider teaching emotional intelligence through the lens of leadership training. [#meded](#) [#mededchat](#)



Gary Beck Dallaghan [@GLBDallaghan7 hours ago](#)

[@MikeGisoni](#) [@MedEdChat](#) T3 [#mededchat](#) Great idea [@MikeGisoni](#)



Grace Oliver, The Ghost of M4s Past [@GraceOliverMD2B7 hours ago](#)

T3 I think like Gary said, many med students already recognize the value of EI. Plus the ideal applicant is now shifting to a more empathetic personality. BUT if we don't work to protect against empathy loss, it's all for naught. [#mededchat](#)



Dr. Sateesh Arja [@ArjaSateesh7 hours ago](#)

[@MedEdChat](#) T3: The literature is showing that Schwartz rounds can enhance meded students confidence in handling sensitive issues, handling non-clinical aspects of care, openness to express thoughts, feelings, and questions [#mededchat](#)



Alliance4ClinEd [@Alliance4ClinEd7 hours ago](#)

[@GraceOliverMD2B](#) T3 [#mededchat](#) How would you suggest doing that?



Jennifer K. Chen, MD FAAP [@DrJenChen4kids7 hours ago](#)

[@MedEdChat](#) I've had a couple ppl (both learners and attendings) tell the team that their facial expressions can appear blank or angry at baseline (mostly guys so don't want to call it RBF). Just setting up that understanding made them seem much more approachable [#mededchat](#)



MedEd Chat [@MedEdChat7 hours ago](#)

RT [@ArjaSateesh](#): [@MedEdChat](#) T3: The literature is showing that Schwartz rounds can enhance meded students confidence in handling sensitive...



Gary Beck Dallaghan [@GLBDallaghan7 hours ago](#)

[@DrJenChen4kids](#) [@MedEdChat](#) I would agree. I was a sign language interpreter for over 20 years. My face says exactly what I'm thinking. Non-verbal communication is equally as powerful as any words uttered [#mededchat](#)



Emily Shaffer [@DrMissWV7 hours ago](#)

T3 I think the issue @ the core of every critical conversation is that they occur in less-than-ideal circumstances where emotions are high on both sides. They make us uncomfortable, & that makes us less likely to handle them gracefully- especially starting out. [#mededchat](#)



Dr. Sateesh Arja [@ArjaSateesh7 hours ago](#)

RT [@MikeGisoni](#): [@MedEdChat](#) T3: Consider teaching emotional intelligence through the lens of leadership training. [#meded](#) [#mededchat](#)



V W @DrV NeoMD7 hours ago

RT @GLBDallaghan: @MedEdChat T1 This quote sums it up nicely: Emotions should be coupled to teaching since emotions strongly influence beha...



MedEd Chat @MedEdChat 7 hours ago

We have about 5 more minutes left in our discussion. Please feel free to give some final thoughts #meded #mededchat



Jennifer K. Chen, MD FAAP @DrJenChen4kids 7 hours ago

@GraceOliverMD2B @MedEdChat Yup! I learned from observing, then leading many difficult convos/family meetings in med school/residency...definitely not a "see one, do one, teach one" kind of skill. Also highly recommend doing a #hpm rotation because they're the best at this kind of thing #mededchat



Gary Beck Dallaghan @GLBDallaghan 7 hours ago

@DrMissWV T3 Which further reinforces the need to start training early in #meded and not when it's high stakes #mededchat



MedEd Chat @MedEdChat 7 hours ago

RT @DrJenChen4kids: @GraceOliverMD2B @MedEdChat Yup! I learned from observing, then leading many difficult convos/family meetings in med sc...



Alliance4ClinEd @Alliance4ClinEd 7 hours ago

RT @DrJenChen4kids: @GraceOliverMD2B @MedEdChat Yup! I learned from observing, then leading many difficult convos/family meetings in med sc...



Grace Oliver, The Ghost of M4s Past @GraceOliverMD2B 7 hours ago

Final thought: the hardest part of promoting humanism and empathy is that the people who need it most are the hardest to teach it to. It's debatable if it's even possible. I don't know how to make people care about it if they didn't already! #mededchat



MedEd Chat @MedEdChat 7 hours ago

Join us again next week at 9 pm Thursday. Don't forget to suggest topics by DM or email #meded #mededchat Next week we'll be discussing fostering a mindset for lifelong learning



MedEd Chat @MedEdChat 7 hours ago

That's a wrap...I will post the #mededchat transcript tomorrow morning on <https://t.co/mJivok9NyX> on the Resources page. Thanks everyone for participating! #meded



MedEd Chat @MedEdChat 7 hours ago

RT @GraceOliverMD2B: Final thought: the hardest part of promoting humanism and empathy is that the people who need it most are the hardest...



Brittany Anne Howson-Jan @bahowson jan7 hours ago

RT @ArjaSateesh: @MedEdChat T3: The literature is showing that Schwartz rounds can enhance meded students confidence in handling sensitive...



C. Kim Stokes [@ckim_stokes7 hours ago](#)

T1 Thoroughly agree. To the point we're adding EQ workshops to clinical year orientation for [#PiratePA](#) students [#mededchat](#). But sometimes hard to get buy-in from learners who are not self-aware and feel EQ<knowledge



C. Kim Stokes [@ckim_stokes7 hours ago](#)

RT [@admsep](#): [@MedEdChat](#) T1 [#mededchat](#) At the heart of medicine lies the all important communication skills. Emotional intelligence is criti...



C. Kim Stokes [@ckim_stokes7 hours ago](#)

[@GLBDallaghan](#) [@GraceOliverMD2B](#) Being aware of EQ and how to improve it is important to interactions in ALL aspects of life, from workplace to parenting to the grocery store. [#mededchat](#)



MedEdBot [@MedEdBot7 hours ago](#)

RT [@MedEdChat](#): We have about 5 more minutes left in our discussion. Please feel free to give some final thoughts [#meded](#) [#mededchat](#)



C. Kim Stokes [@ckim_stokes7 hours ago](#)

T2 Crucial conversations take many forms from patient interactions to difficult [#feedback](#) to coworkers/learners. Role modeling helps, but foundational skills are needed before application--workshops, discussions, book clubs, etc. to stress the value [#HPE](#) [#mededchat](#) [#meded](#)



MedEdBot [@MedEdBot7 hours ago](#)

RT [@MedEdChat](#): Join us again next week at 9 pm Thursday. Don't forget to suggest topics by DM or email [#meded](#) [#mededchat](#) Next week we'll be...



MedEdBot [@MedEdBot7 hours ago](#)

RT [@MedEdChat](#): That's a wrap...I will post the [#mededchat](#) transcript tomorrow morning on <https://t.co/mJivok9NyX> on the Resources page. Tha...



C. Kim Stokes [@ckim_stokes7 hours ago](#)

T3 Verbally state we value it, stress the need for it in mentoring relationships, point to ACGME/PA/NP, etc accreditation standards and [#entrustables](#) that stress the importance of EQ and [#collaboration](#) [#mededchat](#) [#HPE](#)



C. Kim Stokes [@ckim_stokes7 hours ago](#)

RT [@GLBDallaghan](#): T3 [#mededchat](#) Here is an interesting article that did a critical review of EI topics <https://t.co/AY6Ut7ZvqH>



C. Kim Stokes [@ckim_stokes7 hours ago](#)

[@GraceOliverMD2B](#) T3 Especially because (IMO), empathy loss is accompanied by [#burnout](#). If one can find joy in what they do... and learn from encounters vs. dread them [#mededchat](#) [#HPE](#)



Student Doc Sarah [@StudentDocSarah6 hours ago](#)

[@MedEdChat](#) T3: My school has a course during the first two years that teaches the "how" of being in medicine. It's where we practice physical exam skills with SPs, learn how to deliver bad news, how to connect with a pt, and more. They sprinkle lectures among our systems courses [#MedEdChat](#)



Mohamed Abdel bagi [@Mohgyne36 minutes ago](#)

RT [@MedEdChat](#): Topic 3: At the heart of crucial conversations is the an understanding of emotional intelligence. How do we convey the impor...



Mohamed Abdel bagi [@Mohgyne34 minutes ago](#)

RT [@MedEdChat](#): Topic 2: In what ways do we teach [#medstudents](#) & residents this skill? Via formal didactics? Role modeling? [#mededchat#meded](#)