

Week 31 - Working Group - Communication in Medicine - Mar. 15 or Mar. 17, 2011

Working Group Session: Tuesday, 3/15/2011 OR Thursday, 3/17/2011 1:30-3:50 pm

STUDENT PAGE

Objectives:

Student will be able to:

- Develop a conceptual framework for communicating with and understanding different colleagues and patients in medicine.
- Comprehend the meaning and significance behind “treating others the way they would want to be treated!”
- Identify their “audience.”
- Set clearly defined expectations for colleagues and patients.
- Have a basic understanding of the concept of Crew Resource Management (CRM) in the setting of interdisciplinary communication

Click on icon below to access power point presentation:

Preparation:

1. **Complete** the self-evaluation tool from Tony Alessandra’s “The Platinum Rule” prior to attending the plenary. It is a brief assessment which will require approximately 15 minutes to complete. **Bring the completed tool with you to the plenary and working group session.**

Click on icon below:

2. **Read** the article *Interdisciplinary Communication: An uncharted source of medical error? George Alvarez MD and Enrico Coiera, PhD. Journal of Critical Care 2006.* (Note: This article was also part of the reading for the Teamwork in Medicine session held during the first semester.) Click on icon below:

Supplemental Readings:

1. **Read** the article *Team Training and Resource Management in Health Care: Current Issues and Future Directions*. David Musson, MD,PhD and Robert Helmreich, PhD. *Harvard Health Policy Review* 2004. Click on icon below:

2. How to Win Friends and Influence People. Dale Carnegie. Pocket Books. New York, 1936.

Cases will be provided and discussed in the small group sessions.

Small Group Learning Objectives:

- Apply the knowledge learned from the plenary session to practical examples in the small group setting
- Demonstrate ability in critical thinking within the small group by reviewing and discussing clinical case scenarios