

Navigating Challenging Conversations Through the Cancer Trajectory:

A Practical, Evidence-Based Approach for Oncology Clinicians

September 21-22, 2018



Memorial Sloan Kettering
Cancer Center

comskill
TRAINING PROGRAM

Navigating Challenging Conversations Through the Cancer Trajectory:

A Practical, Evidence-Based Approach for Oncology Clinicians

This two day intensive training course provides an overview of the importance of effective communication in clinical interactions and emphasizes evidence based communication skills and strategies to support clinicians in common challenging communication scenarios, particularly in the oncology setting. The course is being hosted by Memorial Sloan Kettering's Comskil Training Program and Research Laboratory, which is the nation's first formally structured communication initiative at a comprehensive cancer center.

The course is comprised of brief didactic lectures as well as small group experiential role plays. The didactics feature exemplary videos, demonstrating the communication skills and strategies taught in the lecture, and present an overview of a “blueprint” or roadmap for navigating challenging communication scenarios. The small group role play exercises, which include interaction with standardized patients and are run by trained facilitators, provide an opportunity for learners to practice the communication skills and strategies in a variety of clinically sensitive and relevant situations.



The role plays are tailored to the trainee's clinical population as well as their individual learning goal. Trainees will receive verbal feedback from peers and facilitators and will have an opportunity to observe their role play through video playback. While the curriculum has been developed for clinicians providing cancer care, it can be readily adapted for professionals in hospice settings and for those treating patients with HIV/AIDs as well as other chronic and life-threatening diseases.



Educational Objectives

- Describe the significance of communication skills training and the rationale for the use of role play in training
- Learn to identify empathic opportunities in clinical encounters and understand the principles of an empathic response
- Practice and implement foundational communication skills and process tasks necessary and relevant for discussions with patients and families, on the following topics:
 - Discussing prognosis
 - Discussing Death, Dying, and End of Life Goals of Care
 - Engaging patients and family members in shared decision making for treatment options (including palliative care)
 - Communicating with non-English speaking patients via interpreters

Target Audience

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

For course details or to apply, visit:

mskcc.org/COMSKILcourse

Course Agenda

Friday, September 21

8:45 AM	Registration & Breakfast
9:00 AM	Welcome and Introduction
9:30 AM	Didactic Session Sharing Serious News
10:00 AM	Break
10:15 AM	Small Group Role Play Sharing Serious News
11:45 AM	Lunch
12:30 PM	Didactic Session Responding to Patient Anger
1:00 PM	Small Group Role Play Responding to Patient Anger
2:30 PM	Break
2:45 PM	Didactic Session and Fishbowl Role Play Breakouts SELECT ONE: • Challenging Interactions with Families • Communicating with Patients via Interpreter
4:45 PM	Evaluation and Wrap Up
5:00 PM	Adjourn

Saturday, September 22

8:45 AM	Breakfast
9:00 AM	Didactic Session Discussing Prognosis
9:30AM	Small Group Role Play Discussing Prognosis
11:00 AM	Break
11:15 AM	Didactic Session Discussing Death, Dying and End of Life Goals of Care
12:00 PM	Lunch Lunch Session (12:00 pm-12:30 pm) Self-care/Building Resilience Presentation and Discussion
1:00 PM	Small Group Role Play Discussing Death, Dying and End of Life Goals of Care
2:30 PM	Break
2:45 PM	Didactic Session and Fishbowl Role Play Team Communication
4:45 PM	Evaluation and Wrap Up
5:00 PM	Adjourn

Course Faculty

MSK Course Directors



Patricia A. Parker, PhD
Director, Communication Skills Training
and Research Program

MSK Course Faculty and Facilitators

Smita Banerjee, PhD

Assistant Attending
Behavioral Scientist

Philip Bialer, MD

Attending Psychiatrist

William Breitbart, MD

Chairman, Department of Psychiatry
and Behavioral Sciences

Kimberly Chow, ANP-BC, ACHPN

Clinical Program Manager
Supportive Care Service

Nessa Coyle, PhD, RN, FAAN

Consultant, Palliative Care
and Clinical Ethics

Jeffrey Freedman, MD

Associate Attending
Psychiatrist

Shira Hichenberg, MA

Comskil Program Manager
Department of Psychiatry
and Behavioral Sciences

Julia Kearney, MD

Assistant Professor, Child and
Adolescent Psychiatrist
Clinical Director, Pediatric
PsychoOncology Program

Daniel McFarland, DO

Instructor, Department of Medicine

David Sarfati, LCSW

Patient Access Service
MSK Direct Social Worker

Deborah Stein, ACNP-BC, CCRN

Clinical Program Director, NP Fellowship
Critical Care Service

Talia Zaider, PhD

Assistant Attending Psychologist
Director, Family Therapy Clinic

COMSKIL Communication Skills Training Program & Research Laboratory



Since 2005, Memorial Sloan Kettering’s innovative Communication Skills Training Program and Research Laboratory (Comskil) has been teaching surgeons, oncologists, and others at MSK and other institutions how to communicate with patients in a productive and sensitive manner.

As the nation’s first formally structured communications initiative at a comprehensive cancer center, we aim to find the most effective and durable approaches for guiding physicians at all career stages to adapt to serving oncology patients.

Registration

Registration Fees	Early*	General
Physicians (MDs, PhDs and DOs)	\$1,020	\$1,200
Residents and Fellows	\$510	\$600
Nurses, Techs and Other Healthcare Providers	\$680	\$800
Industry Professionals*	\$1,700	\$2,00

*Early Registration Rate Expires July 27, 2018

**Industry Professionals may attend CME activities for their own education. Marketing, sales, and promotion of products and services is strictly prohibited at MSK CME activities.

Course Registration

In order to register for this course, applicants must first complete a **Comskil Training Application**, which can be found online at mskcc.org/COMSKILcourse. You will be notification of your acceptance in the course as well as details for how to complete course registration. If you have any questions, please contact cme@mskcc.org.

For details or to apply, visit:
mskcc.org/COMSKILcourse

Registration includes access to an online course syllabus (with downloadable PDF files), continental breakfast, lunch, and refreshment breaks. Please contact cme@mskcc.org at least one week prior to the course if you have any special dietary needs.

- **30% Discounted Rate for MSK Alumni and MSK Alliance Members:** MSK offers a 30% discounted rate to all MSK Alumni and MSK Alliance members to attend a CME course. Please contact cme@mskcc.org for a promotion code or more information.
- **MSK Staff Registration:** Registration is complimentary for MSK staff. However, you must register online: mskcc.org/COMSKILcourse

Accreditation Statement

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



AMA Credit Designation Statement

MSK designates this live activity for a maximum of **13.75 AMA PRA Category 1 Credit(s)™**. Physicians should only claim credit commensurate with the extent of their participation in the activity.

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 provides as an ACCME accredited provider. In accordance with ACCME guidelines and standards, all faculty participating in an activity provided 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.



Location & Accommodations

Training Location

Memorial Sloan Kettering Cancer Center
Department of Psychiatry
641 Lexington Avenue
New York, NY

Hotels

MSK has negotiated special rates and amenities at select hotels in Manhattan. For information on hotels in the area of MSK with discounted rates, please visit: mskcc.org/cme.

Contact

Memorial Sloan Kettering Cancer Center
Office of Continuing Medical Education

W: mskcc.org/cme

E cme@mskcc.org



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