

The University of Texas MD Anderson Cancer Center
CME Registration/Answer Sheet

PROGRAM CODE: 1127

Video Library of Communication Skills – Fundamental Principles
Basic Principles in Communication Skills for Clinical Oncology

Participant Prerequisites:

None to participate in this continuing medical education

INSTRUCTIONS for AMA PRA Category 1 Credits™:

1. View the Basic Principles in Communication Skills for Clinical Oncology videos
2. Print this document
3. Record your responses to the Post-Test and personal information below

POST TEST: Must earn 70% or higher to receive *AMA PRA Category 1 Credit™*

circle the best answer:

- | | | | | | | | | | | | |
|----|---|---|---|---|---|-----|---|---|---|---|---|
| 1. | A | B | C | D | E | 6. | A | B | C | D | E |
| 2. | A | B | C | D | E | 7. | A | B | C | D | E |
| 3. | A | B | C | D | E | 8. | A | B | C | D | E |
| 4. | A | B | C | D | E | 9. | A | B | C | D | E |
| 5. | A | B | C | D | E | 10. | A | B | C | D | E |

PERSONAL INFORMATION: - Please print LEGIBLY

Name: _____ Highest Degree: (MD, PhD, etc.) _____

Specialty: _____

Institution: _____

Mailing Address: _____

City, State, Zip: _____

Phone: _____ Email: _____

PLEASE NOTE: You will receive your certificate via this email address

Are you a University of Texas MD Anderson employee? Yes or No

If so, what is your employee ID #: _____

I am claiming _____ *AMA PRA Category 1 Credit(s)™* for this activity, all of which are ethics/professional responsibility credits (Maximum 2.00)

Signature: _____

Mail, Fax or Scan and Email these pages to:

Mail:
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The University of Texas MD Anderson Cancer Center
CME Post-Test – Program Code 1127

Video Library of Communication Skills
Basic Principles in Communication Skills for Clinical Oncology
Basic Strategies (Principles)

1. Which protocol should be used when breaking bad news to a patient?
A. CLASS B. EVE C. SPIKES D. CONES E. All of the above
2. Which of the following is **NOT** a circumstance where you would use the CONES protocol?
A. When giving the diagnosis
B. When disclosing that a medical error has occurred
C. When there is a sudden deterioration in the patient's medical condition
D. When talking to the family about a sudden death
E. None of the above
3. Which of the following is **NOT** true of the EVE protocol?
A. It should be used at any moment during the interview where an emotion erupts
B. It is used to explore the emotion and to find out what the patient is feeling
C. It involves giving an Empathic Response
D. It involves showing the patient that you feel the same way they do at that moment.
E. All of the above are true
4. The C of CLASS stands for "Context." To get the setting right one should employ all of the following **EXCEPT**:
A. The patient should be seated directly across the desk from the physician.
B. When a patient brings a family member with them, the patient should be seated closest to the physician
C. A review of the patient's chart should occur before the patient enters the room.
D. All clutter should be moved to the far side of the desk so there is a clear view between patient and physician
E. A box of tissues should be handy.
5. Good listening skills involve all of the following techniques **EXCEPT**:
A. Silence – do not interrupt the patient
B. Clarifying by saying things like "So, what you are saying is..." or "Let me see if I understand you correctly," or "Do you mean that..."
C. Repetition – using a key word from the patient's last sentence in your first sentence
D. Interruptions – When the interview is interrupted by a phone call, proceed with the phone call and apologize to the patient when done.
E. All of the above are examples of good listening skills
6. When breaking bad news to a patient, which one of the following statements is **NOT** true:
A. The S stands for "Situation" where you must assess the current situation at hand, before proceeding with breaking the bad news.
B. The P stands for "Perception" where you must determine the patients' understanding of the situation and the expectations that he or she might have. Ask before you tell.
C. The I stands for "Invitation" where you must find out whether the patient wants to hear it.
D. The K stands for "Knowledge" where you tell the patient all that you know about their current situation using the "Narrative Approach" and in language that they can clearly understand
E. The E stands for "Emotion" where you acknowledge and deal with any emotions that arise
7. In the video, Mr. Hawkins has what type of cancer?
A. Pancreatic B. Prostate C. Lung D. Esophageal E. Bladder

- 8. In the video (Mr. Hawkins – Diagnosis), the physician demonstrates a method for giving bad news. Which of the following does NOT occur in the video?**
- A. The physician starts the discussion by assessing what Mr. Hawkins knows or perceives about his medical situation
 - B. The physician uses open-ended questions such as, “Why don’t you tell me more?” to explore the patient’s perceptions.
 - C. The physician uses “repetition” to encourage conversation
 - D. The physician provides an “Empathic Response”
 - E. The physician encourages questions from the other family member present
- 9. When using the CLASS protocol, during the “Summary” part of the interview the physician should?**
- A. Give a recap of the main points covered in the interview
 - B. Ask the patient if there are any really important or urgent questions that haven’t been raised that can be answered right now
 - C. Close the interview with a clear contract for the next meeting
 - D. Suggest that the patient write down any questions that they think of and bring them to the next meeting
 - E. All of the above
- 10. Mr. Jones received a higher dose of chemotherapy than what was ordered. Which protocol should be used to explain what happened to the patient and family?**
- A. CLASS
 - B. EVE
 - C. SPIKES
 - D. CONES
 - E. All of the above

CME Evaluation – Program Code 1127
Basic Principles in Communication Skills for Clinical Oncology

Date: _____

1. I am a: _____ Physician _____ Non-Physician, please specify: _____

2. The program content helped me achieve the following objectives categorized as knowledge, competence, and/or performance and/or patient outcomes.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Objective A - Demonstrate appropriate communication skills to promote an increase in patient satisfaction with the overall care provided (<i>knowledge, competence, performance, patient outcomes</i>)					
Objective B - Discuss options for treatment plans with patients that will be more congruent with what the patient wants and increase patient compliance to treatment plan (<i>knowledge, competence, performance, patient outcomes</i>)					
Objective C - Interpret patient emotions and employ appropriate communication techniques to acknowledge these emotions and decrease dissatisfaction and antipathy from patients (<i>knowledge, performance, patient outcomes</i>)					
Objective D – Decrease litigation (<i>knowledge</i>)					

3.

	0-25%	26-50%	51-75%	76-100%
What percentage of the objectives were met?				
What percentage of this information was new to you?				

4.

	Knowledge	Competence	Performance	Patient Outcomes
Overall the information presented will enhance my practice in the following manner.				

5. As a result of your participation in this activity, what will you do differently than you did before in your practice/research activities?

6. What are the barriers or other factors that may prevent you from implementing a change in practice?

Time Constraints	Remembering Techniques	Room/Office Set Up	Non-Compliant Patients	Language/Cultural Barriers	No Barriers

Other: _____

7. How will the information presented impact patient health status in your practice?

Improve/ Enhance Communication	Increase Adherence/ Compliance	Improve Patient Satisfaction	Make Me a Better Listener/ Communicator	No Change	I Do Not See Patients

Other: _____

8. What questions and/or patient problems/challenges do you feel you are not able to address appropriately or to your satisfaction?

9.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
In general, the overall organization and quality of the program met my expectations.					

10. What changes would you recommend to make this activity a more meaningful experience?

11. Was any bias toward a commercial interest product or service noted in the information provided?

YES

NO

If 'YES', please identify product/service, faculty, and/or presentation(s):

12. What topics would you suggest/recommend for future presentations?
