

Obstetrics & Gynecology: Transition to Practice EPA #2

Discussing difficult news

Key Features:

- This EPA focuses on the application of advanced communication and conflict resolution skills to address difficult situations that may involve patients, families, and/or members of the health care team.
- These situations may include but are not limited to discussing unexpected or serious diagnoses, adverse events, new diagnosis of cancer, changes in health status, or transitions to different goals of treatment including palliative care.
- This EPA may include working with an interpreter (complex skill set).
- This EPA can be assessed in any inpatient or outpatient clinical setting.

Assessment Plan:

Direct observation by supervisor or simulation supervisor

Use Form 1. Form collects information on:

- Communication scenario: unexpected diagnosis (e.g., stillbirth); mismatched expectations (i.e., patient perceives serious when diagnosis is not serious); adverse event; new diagnosis of incurable disease/cancer; progressive disease; therapy modification; transition to palliative care; other
- If "other" indicate scenario: [free text]
- Simulation: yes; no
- Setting: [free text]

Collect 3 observations of achievement

- A mix of communication scenarios
- At least 2 different observers

Relevant Milestones:

- 1 COM 1.5** Recognize when strong emotions (such as anger, fear, anxiety, or sadness) are impacting an interaction and respond appropriately
- 2 COM 1.4 Respond to patients' non-verbal communication and use appropriate non-verbal behaviours to enhance communication**
- 3 COM 3.1 Share information and explanations that are clear and accurate while checking for understanding**
- 4 COM 1.5 Establish boundaries as needed in emotional situations**
- 5 COM 4.1 Communicate in a manner that is respectful, non-judgmental and culturally aware**
- 6 COM 4.3 Answer questions regarding care delivery, treatment decisions and/or prognosis in a respectful manner**

*ENTRUSTABLE PROFESSIONAL ACTIVITIES
FOR OBSTETRICS AND GYNECOLOGY (2019)*

- 7** **P 1.1** Intervene when behaviours toward colleagues and/or learners undermine a respectful environment
- 8** **COM 2.2** Manage the flow of a challenging patient encounter, including those with angry, distressed, or excessively talkative individuals