

Pediatrics: Core EPA #10

Leading discussions with patients, families and/or other health care professionals in emotionally charged situations

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.
- This EPA may be observed in any scenario that is emotionally charged. Examples include managing conflict (parent/physician; patient/physician; patient/parent; physician/health care professional), disclosing unexpected complications and/or medical errors, addressing non-adherence with treatment plan (e.g., vaccine refusal), and breaking bad news.
- This EPA does not include end-of-life discussions (TTP).
- This EPA includes documentation of the encounter.
- This EPA may be observed in a simulation setting.

Assessment Plan

Direct observation by supervisor with review of documentation

Use form 1. Form collects information on:

- Type of communication: addressing non-adherence with treatment plan; breaking bad news; disclosing unexpected complication and medical errors; managing conflict
- Setting: inpatient; outpatient; ICU; simulation
- Adolescent: yes; no
- Interpreter: yes; no

Collect 5 observations of achievement.

- At least 3 different types of communication
- At least 1 from each of setting
- At least 1 observation of a communication with an adolescent
- At least 4 different supervisor observers

CanMEDS milestones

- 1 COM 1.2 Ensure the physical environment is suitable for the nature of the situation (e.g., privacy, safety)**
- 2 COM 1.5 Recognize when strong emotions (such as, anger, fear, anxiety, or sadness) are affecting an interaction and respond appropriately**
- 3 COM 1.4 Respond to non-verbal communication and use appropriate non-verbal behaviours to enhance communication**
- 4 COM 1.5 Establish boundaries as needed in emotional situations**

- 5 **COM 3.1 Share information and explanations that are clear and accurate**
- 6 **COM 3.1** Use strategies to verify and validate the understanding of the patient and/or family
- 7 **COM 4.1 Communicate in a manner that is respectful, non-judgmental and culturally aware**
- 8 **COM 4.3** Answer questions from the patient and/or family
- 9 **COL 2.2. Listen to understand and acknowledge other perspectives**
- 10 **P 1.1** Intervene when behaviours toward colleagues and/or learners undermine a respectful environment
- 11 **COM 5.1 Document the clinical encounter to reflect discussion and decisions**