Orientation to
Building Rapport and Earning the Surgical Patient's Trust

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Vanderbilt University Medical Center

Today's Objectives

Objectives:

- Understand the
  - Basic focus of each class
  - Rhythm of the classes
  - Student role/activity
- Understand the voluntary – not required – research associated with the class

Classes: Wednesdays 3:30 – 5pm EST

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July 10 Empathy

Munee Kapadia, MD, MME
Professor of Surgery
Division of GI Surgery
Associate Vice Chair of Education
UNC Department of Surgery
UNC School of Medicine

Mike Mallah, MD
Assistant Professor of Surgery
Trauma/Acute Care Surgeon
Director, MUSC Global Surgery Program
Chair, EAST Global Surgery Taskforce
Department of Surgery
Medical University of South Carolina

July 17 Explaining Bad News

Hassan Mashbari, MD
Assistant Professor in Surgery
Trauma, Acute Care Surgery
Jazan University, Saudi Arabia
Trauma Pathway Leader, Jazan Region, Ministry of Health
General Surgery Residency Program Director, Jazan Region

Ann O'Rourke, MD, MPH, FACS
Associate Professor of Surgery
General Surgery Program Director
Trauma Medical Director
University of Wisconsin Department of Surgery
Acute Care and Regional General Surgery

July 24 Disclosing Medical Errors

Ryan Dumas, MD
Assistant Professor
Division of Burn, Trauma, Acute and Critical Care Surgery
Department of Surgery
The University of Texas Southwestern Medical Center at Dallas

Linda Dultz, MD, MPH, FACS
Assistant Professor of Surgery
Program Director, UT Southwestern Surgical Critical Care Fellowship
Medical Director, Parkland Hospital Surgical Intensive Care Unit
Division of General and Acute Care Surgery
UT Southwestern Medical Center

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July 31 — Communicating Uncertainty

Rachel Appelbaum, MD
Assistant Professor of Surgery
Division of Acute Care Surgery
Vanderbilt University Medical Center

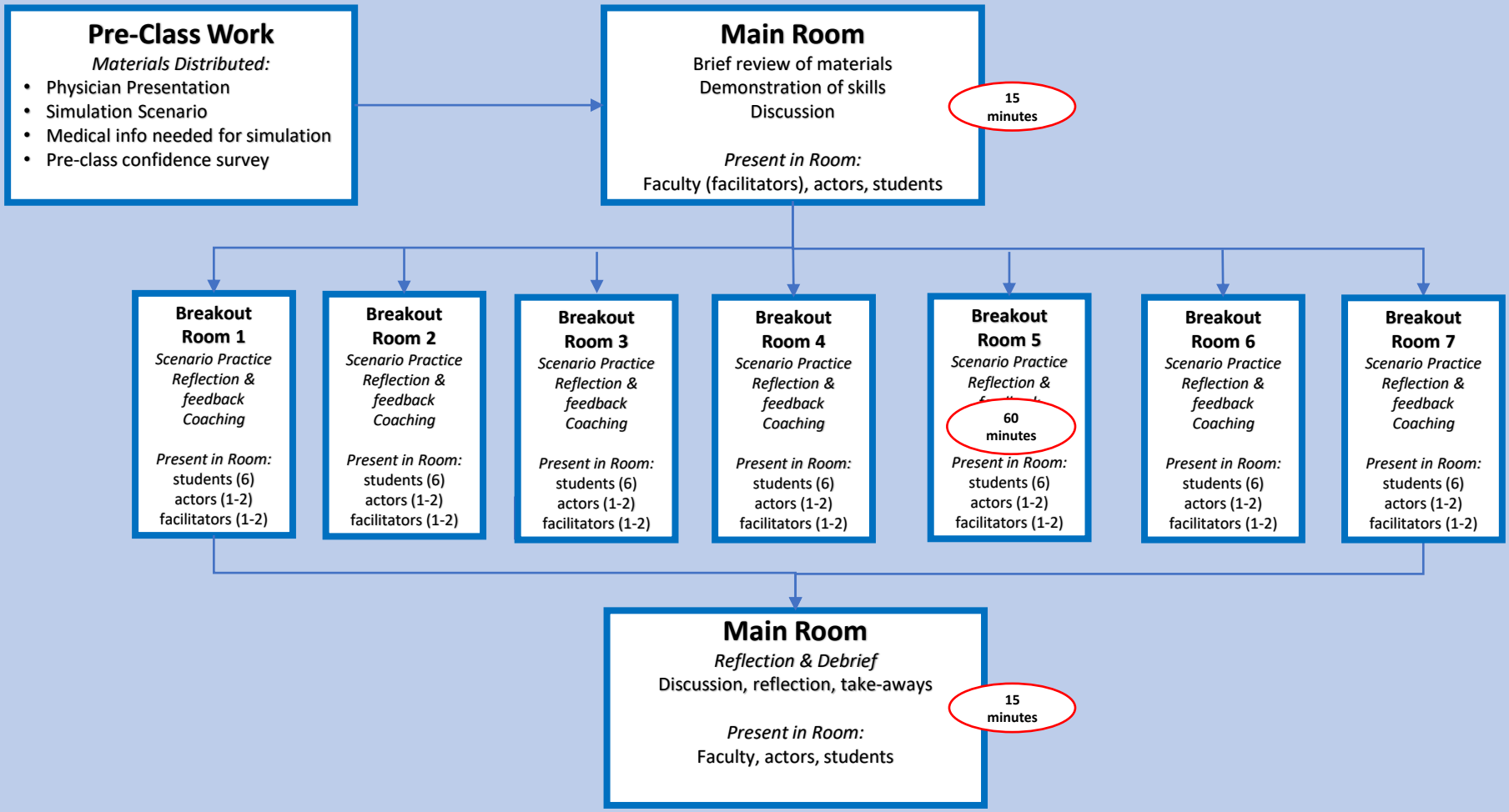
Molly Kledzik, MD
Assistant Professor, Surgical Oncology
General Surgery Residency Associate Program Director
West Virginia University School of Medicine

August 7 — Managing and Responding to Bias

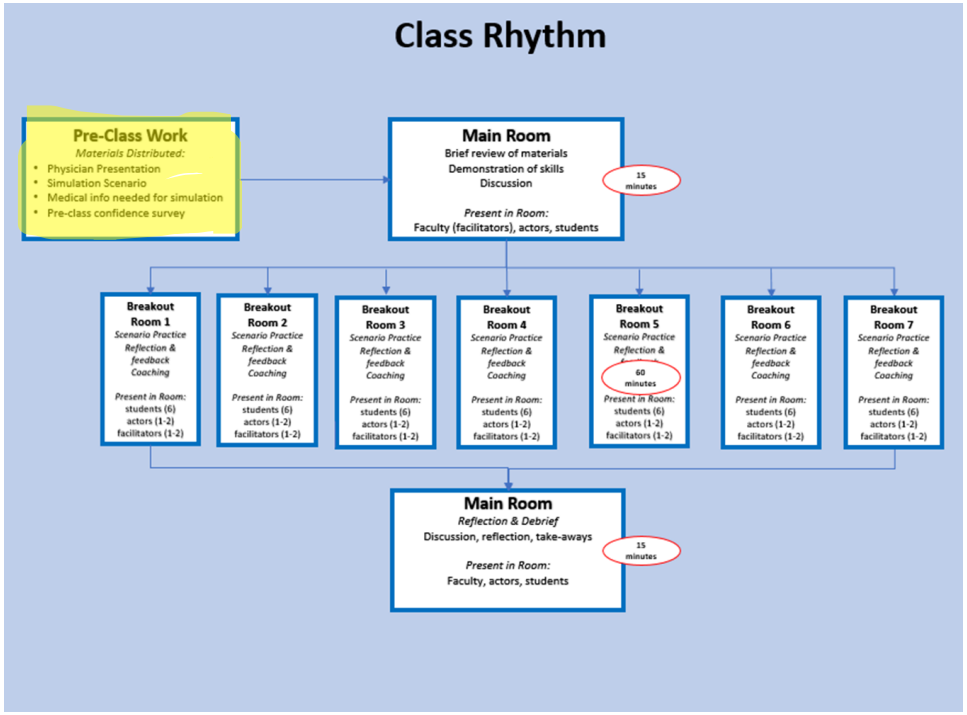
Denise Mohess, MD
Director Age Friendly Care
Co Chief Geriatrics Bridgeport Hospital
Yale New Haven Health System

C. Lindsay McKnight, MD, FACS
Assistant Professor
Associate Program Director, General Surgery
Division of Trauma & Critical Care Surgery
University of Tennessee Graduate School of Medicine

Class Rhythm

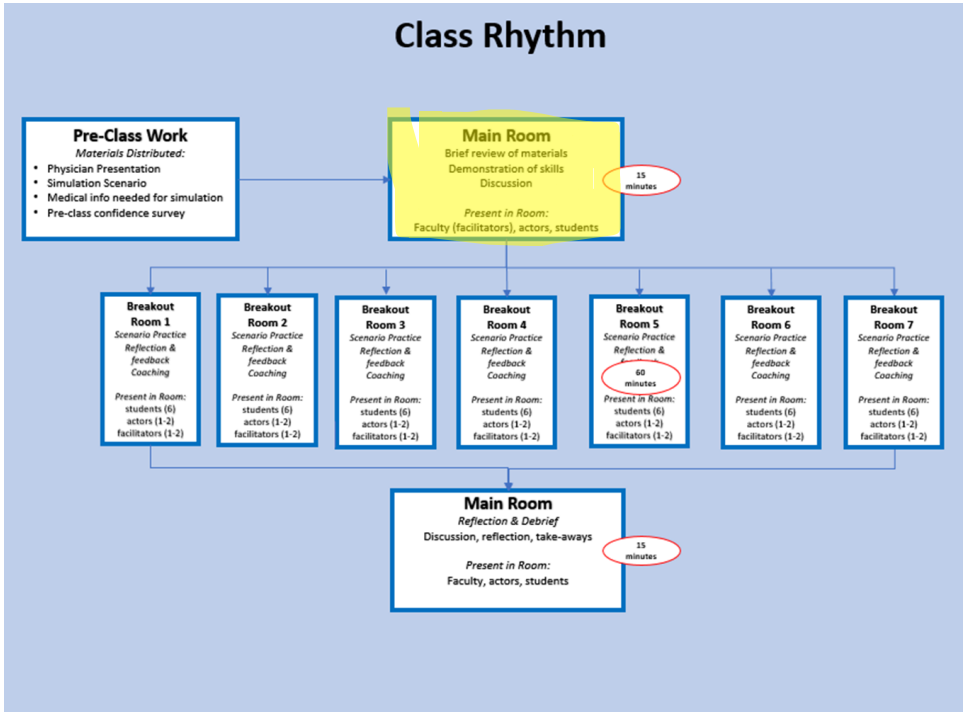


Pre-class work: prior to class, students will…



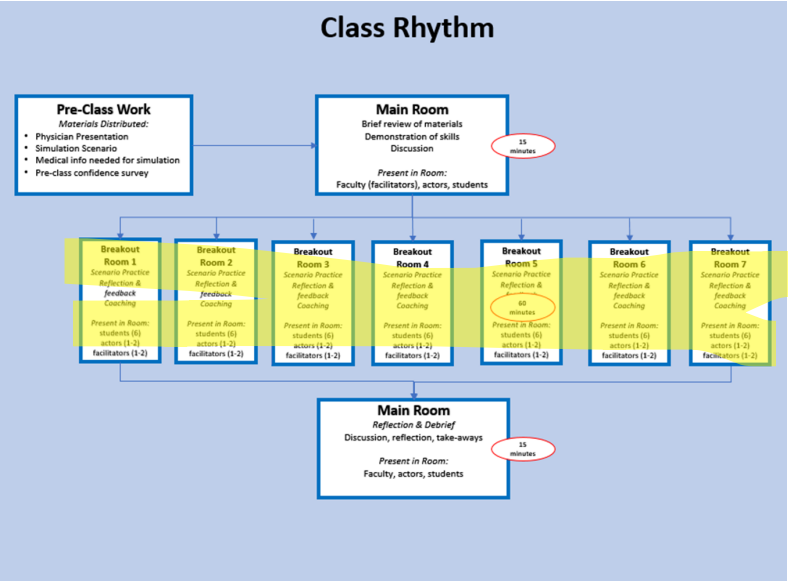
1) **View** the pre-recorded brief lectures introducing target skill
2) **Review**
   1) the simulation scenario
   2) Clinical information relevant to the scenario
3) **Complete** pre-class confidence surveys

Large Group Review & Demo (15 -20 min)



1) **Review** the lecture highlights
2) **Respond** to chat prompts (creating word cloud)
3) **Observe demo** of target skill
4) **Participate** in brief discussion/reflection

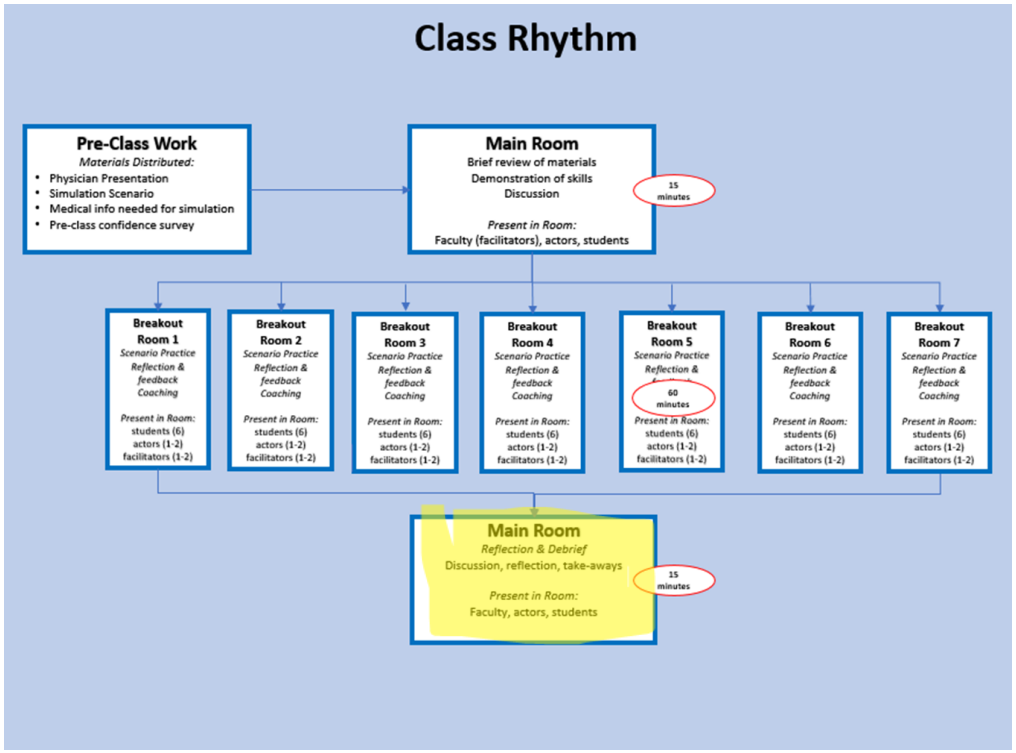
Breakout Rooms (1 hour)



1) **1st class**
    1) Get to know your peers/faculty
    2) Review the simulation process
2) **Practice skill** @Sim #1 (2 students)
    - Actors & performing students keep their video/audio on
    - All others present turn off their video/audio; remain in the room
3) **Participate** in the debrief/discussion (all cameras on)
4) **Complete skills evals** (click on link in chat)

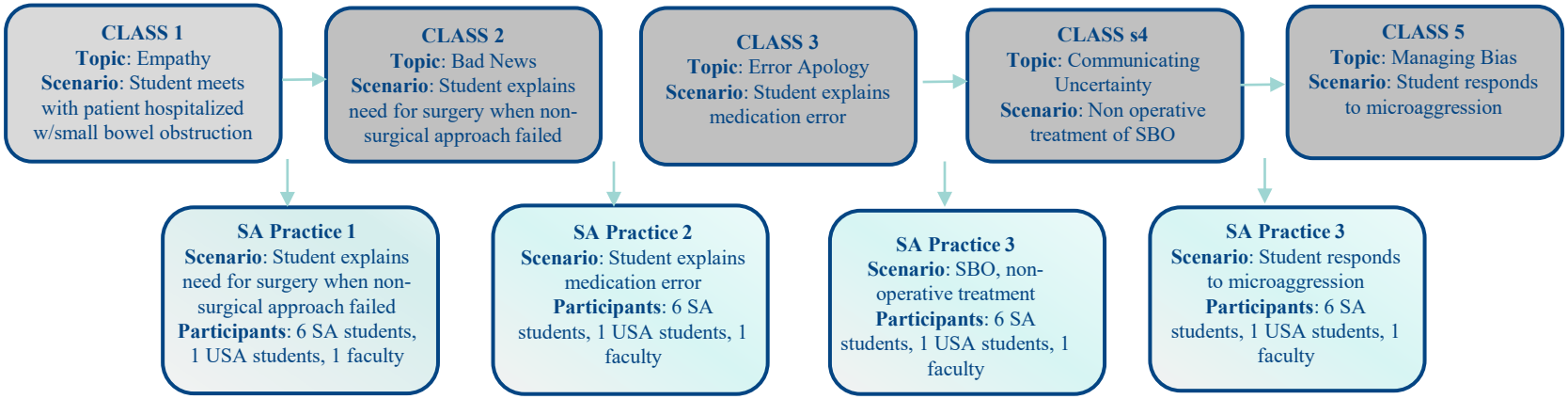
REPEAT ABOVE with Sim #2 and new students

Large Group Recap (15 mins)



1) **Capture** lessons learned in breakout rooms
2) **Review** highlights of skills focus
3) **Complete** post-class confidence surveys

FYI: We Offer Extra Practice for Saudi Students



This is all made possible by our…

Eastern Association for the Surgery of Trauma (EAST)

- Administration, recruitment, staffing

Simulated Patients/Family (SPs)

- Former trauma Patients:
  - John, Bob, Richard, Geralyn, Kelly
- Inova Staff:
  - Heather, Aria, Melissa, Kelvin, Vickie, Allison, Ashley, Matt, Chastity, Aline
- Former Inova Staff who couldn't stay away:
  - Jane, Shira

TA

- Reem

Objectives:

- Measure the efficacy of virtual communication skills training
- Identify best practices implementing such a course
- Encourage medical schools internationally to include practice sessions and coaching

Data Collection

1. Students receive pre-confidence test before class and during intro
2. All present will receive skills assessment survey (QR code/link) to complete on performing students
3. Students will receive post-confidence test after class

Thank you

- **New Faculty**: Thank you for joining the team! You'll be paired with an experienced faculty/facilitator in your room.
- **SPs**: You will (almost) always be paired with another SP in your room. Updated materials to be distributed in time.
- **TAs:** We're grateful for your work. We hope you get as much out of this as you give.
- **Old Team Members:** You're the foundation of this class. Thank you for sticking around.

Questions/Discussion/Clarifications

