

## PATIENT-CENTERED COMMUNICATION GUIDELINES AND TRAINING RESOURCES

Training Resources		
Resource	Source	Description
<a href="#"><u>OncoTalk</u></a>	National Cancer Institute	This is a multiple-day training geared toward oncologists and facilitated through conversations with actor-patients.
<a href="#"><u>VitalTalk</u></a>	Vital Talk	VitalTalk workshops train clinicians to communicate about values and goals, preparing them with constructive tools for creating care plans that match their patients' values.
<a href="#"><u>Communication Skills Pathfinder</u></a>	Ariadne Labs, the Center to Advance Palliative Care, and VitalTalk	Specifically geared to all clinicians who care for patients living with serious illness, the Communication Skills Pathfinder web portal was developed by a collaboration of three leading healthcare organizations: Ariadne Labs; the Center to Advance Palliative Care, and VitalTalk. The portal aims to connect all clinicians to easily accessible, proven communication skills training.
<a href="#"><u>American Society of Clinical Oncology Quality Training Program</u></a>	American Society of Clinical Oncology (ASCO)	This 6-month program includes 5 days of in-person learning across three sessions and hands-on learning at the participants' practices. To ensure a well-rounded experience, sessions include seminars, case examples, and small-group exercises.
<a href="#"><u>Academy of Communication in Healthcare Communication Skills Training</u></a>	Academy of Communication in Healthcare Communication (ACH)	The content and delivery methods of this communication skills training program is tailored to the specific needs of individual healthcare professionals and the organizations they serve.
<a href="#"><u>Communicate Comfort</u></a>	Elaine Wittenberg, PhD; Joy Goldsmith, PhD, and Sandra Ragan, PhD	The Family Caregiver Communication Tool (online or downloadable) and a variety of COMFORT™ <sup>SM</sup> Communication courses are tailored to specific audiences.

Guidelines for Patient-Provider Communication		
Resource	Source	Description
<a href="#"><u>Supportive Care and Treatment-Related Issues: Patient-Clinician Communication</u></a>	American Society of Clinical Oncology (ASCO)	Guidance is provided regarding core communication skills and tasks that apply across the cancer care continuum. Recommendations address specific topics, such as discussion of goals of care and prognosis, treatment selection, end-of-life care, facilitating family involvement in care, and clinician training in communication skills.
<a href="#"><u>National Comprehensive Cancer Network Guidelines</u></a>	National Comprehensive Cancer Network (NCCN)	This is a suite of guidelines designed to improve the quality of cancer care.

Other Useful Resources			
Resource	Type of Resource	Source	Description
<a href="#"><u>Communication Rx: Transforming Healthcare Through Relationship-Centered Communication</u></a>	Book	Academy of Communication in Healthcare (ACH)	This is a step-by-step guide that enables the reader to: <ul style="list-style-type: none"> <li>◆ Provide more accurate diagnoses and effective treatments—and improve patient outcomes</li> <li>◆ Boost patient adherence and lower hospital readmission rates</li> <li>◆ Make fewer errors and reduce malpractice risks</li> <li>◆ Increase patient satisfaction and build teamwork among providers</li> <li>◆ Further develop your communication skill set—and help others do the same</li> </ul>
<a href="#"><u>Smith's Patient-Centered Interviewing, Fourth Edition</u></a>	Book	Academy of Communication in Healthcare (ACH)	Smith's Patient-Centered Interviewing covers patient-centered and clinician-centered interviewing skills, such as: <ul style="list-style-type: none"> <li>◆ Patient education</li> <li>◆ Motivating for behavior change</li> <li>◆ Sharing bad news</li> <li>◆ Managing different personality styles</li> <li>◆ Increasing personal awareness in mindful practice</li> <li>◆ Nonverbal communication</li> <li>◆ Using computers in the exam room</li> <li>◆ Reporting and presenting evaluations</li> </ul>
<a href="#"><u>Handbook of Communication in Oncology and Palliative Care 1st Edition</u></a>	Book	David Kissane, Barry Bultz, Phyllis Butow, and Ilora Finlay	This handbook provided practical and evidence-based guidelines to achieve effective, patient-centered communication in the areas of cancer and palliative care.
<a href="#"><u>Teaching and Learning Communication Skills in Medicine, Second Edition</u></a>	Book	Suzanne Kurtz, Jonathan Silverman, Juliet Draper	This book and its companion, <i>Skills for Communicating with Patients</i> (2nd ed.), provide a comprehensive approach to improving communication in medicine.
<a href="#"><u>Communication in Cancer Care (PDQ)—Health Professional Version</u></a>	Evidence-based information	National Cancer Institute (NCI)	This information summary for health professionals provides comprehensive, peer-reviewed, evidence-based information about communicating with cancer patients and their family.
<a href="#"><u>Various on-demand webinars hosted by Academy of Communication in Healthcare</u></a>	Webinars	Academy of Communication in Healthcare (ACH)	These are prerecorded webinars on a variety of communication topics.
<a href="#"><u>Collection of communication-related articles hosted by Oncology Nursing Society</u></a>	Articles	Oncology Nursing Society; Various authors	These articles address a variety of communication-related topics.