EPA GIM Nr. 11

1. Title	**Leading specific conversations with patients and/or relatives**
2. Description (Specifications and limitations)	Conduct a conversation in situations requiring specific approaches and skills: such as-breaking bad news, shared-decision making and motivational interviewing f.ex. ***Setting:*** • Home, ambulatory, on call shifts • Hospital, other institutions, nursing home ***Time frame:*** from preparation until the end of the dialog/meeting or debriefing ***Includes the following tasks*** • *Prepare collecting all information needed* • *Chose the specific techniques according to the task* • *Conduct the conversation* • *Reflect on the effect of the task* ***Excludes:*** transition of care (EPA8), conflict with colleagues (EPA 13), discharge conversations, insurance issues (EPA 15), diclosing medical errors EPA 14.
3. Potential risks in case of failure	neglecting patients` and participants preferences and emotional distress.
4. Most relevant Competency Domains (emphasis)	• Communicator • Professional (respect of ethical and legal issues)
5. Knowledge, Skills, Attitude: key aspects	***Knowledge and skills:*** • Communicates using a patient-centered approach that encourages patient trust and autonomy • Describes key elements and steps of specific communication techniques (e.g.SPIKES model etc) • Adapts the physical environment for patient comfort, dignity, privacy, engagement, and safety • Evaluates with the patient how relatives should be included in the communication loop. • Recognizes patient and/or relatives values, perspectives and/or unexpressed concerns and adapts the approach to the patient accordingly

	• Responds to a patient's and /or relatives non-verbal behaviours to enhance communication • Responds to disagreements and emotionally charged conversations ***Attitudes:*** • Demonstrates an empathetic, open and receptive attitude towards patients and/or their relatives • Engages patients and their relatives in developing plans that reflect the patient's health care needs and preferences • Demonstrates professionalism: respect, proactive involvement, integrity, reliability, collegiality • Demonstrates openness to feedback and opinions of others • Is aware of own limits and seeks help if needed
6. Information sources to assess progress	• Direct observation • Multisource feedback • Reflective practice • Simulation
7. Entrustment/ Supervision Level expected at the end of training	Distant supervision (Level 4)
8. Expiration date	NA

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