



(Document HC-1A)

Materials to Help Meeting Planners

*Suggested Statement of **Outcomes for CME Credits** for John Paling's presentations focused on the theme **New Communications Tools for Helping Patients Understand Risks.***

In this presentation Mr. Paling will:

- Identify ways in which doctors commonly discuss risks with patients yet are unaware of the fact that research shows that many patients needlessly misunderstand the intended message.
- Offer best practices for how doctors and genetic counselors can discuss risks effectively in the informed consent process
- Introduce several simple new communications tools (comparable to pie charts or bar charts) that allow healthcare professionals to explain medical risks to patients in a visual context.
- But most importantly demonstrate how these tools serve as a social lubricant to deepen the experience of caring and strengthening doctor –patient partnerships.
- Offer specific suggestions for improving the quality of health care by partnering with patients and through more effective communication for informed consent.
- Provide a uniquely effective presentation by incorporating segments of his Emmy-awarded National Geographic films (narrated live) to serve as memorable metaphors for the main points of his message

At the conclusion of this session, attendees will be able to

- Understand the special challenges of communicating health care risks compared to risks in all other aspects of life.
- Use simple new tools (analogous to pie charts and bar charts) to achieve more effective patient communication
- Monitor improved patient experience measures and increased patient understanding while reducing exposure to malpractice claims (with a process that effectively takes no more time than current practices.)

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In addition, attendees will be able to

- Explore the “epidemiology” of existing malpractice records, including considering a working hypothesis as to why women are far less likely to be sued for malpractice than men (other things being equal)
- Be introduced to (freely available) simple new tools leading to more effective patient communication and enhancing the sense of partnership between healthcare professionals and their clients.
- Learn how to create customized risk perspective scales showing likely treatment outcomes, uncertainties and how to explain them to patients—without causing undue alarm.
- Become aware of the possibilities of using the Paling Perspective Scale and Paling Palettes as simple visual tools that lend themselves to simple quantification in the patient experience process.
- Gain awareness of recent publications on improving patient communication
- Increase satisfaction, fulfillment, morale and productivity of doctors.