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Title

Re: Kieran et al.: See, Do, Teach? A Review of Contemporary Literature and Call to Action for Communication Skills Teaching in Urology (Urology 2018;114:33-40)

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RE: See, Do, Teach? A Review of Contemporary Literature and Call to Action for Communication
Skills Teaching in Urology.

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Comment [A1]: AUTHOR: Two different versions of Article Title were provided and the one in the manuscript has been used. Please check and confirm that it is correct.

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Dear Editor,

I enjoyed reading the article “See, Do, Teach? A review of Contemporary Literature and Call to Action for Communication Skills Teaching in Urology” by Kieran et al. I wanted to commend the authors for their work. Communication skills in medicine are under appreciated. We can liken communication to a procedure, one we will perform thousands of times each week. Similar to a surgery, communication can be taught and improved.

A few years ago, I participated in a mandatory communication training at our hospital called “Relationship-Centered Communication”.⁽¹⁾ The day long workshop involved didactics and small group role play sessions where we received guided feedback from our peers and a facilitator. I took a few things that I learned to the clinic the next day and I was happy to see the difference it made. At times, I connected better with patients, I felt more efficient and I enjoyed clinic more.

Shortly thereafter, we decided our residents should have formal communication training. I became a trained facilitator and now our residents participate in a day long retreat during their rotation at Zuckerberg San Francisco General Hospital. Residents undergo the training during PGY2, PGY3 and PGY6. The training serves as a team building exercise. Three days of training over a 6 years residency isn’t enough but it is a start. I encourage others to seek formal training in communication. I have found it makes my clinical work more gratifying and promotes better care.

Respectfully yours,

1. Chou CL, Hirschmann K, Fortin AH, Lichstein PR. The impact of a faculty learning community on professional and personal development: the facilitator training program of the American Academy on Communication in Healthcare. Acad Med. 2014 Jul;89(7):1051-6.

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