



MultiMedia Memo

Medical Education Media Center

Quarterly - Summer 2006

In this issue...

Media Resource Lists, Audio Digest: Internal Medicine, MKSAP for Students 3, Interview Techniques & Communication Skills, Recent Acquisitions....

Resource Lists on the Media Center Web Page

Since the addition of the *Exam Master* gateway link to our web page this spring, the Media Center has begun the process of adding other links to provide handy access to instructional media information.

In the past, we have maintained resource lists for specific curricula or items of particular interest. Media resources are included in some course syllabi, but other resource lists have continued to be a separate handout. To assist with the dispersal of this information, we have begun the process of adding media resource lists to our web site. The lists provide descriptive summaries of the titles in our collection for the specific category. So far, five lists have been added:

Media Resource Lists

- [Board Review/Study \(AV & online\)](#)
- [CUES Course](#)
- [Cultural Diversity](#)
- [History of Medicine](#)
- [Palliative Care/End-of-Life Issues](#)

The Media Center has approximately 3,000 learning resource items including anatomical models, audio CD's, DVD's or VHS video, digital images, instructional software and slides. So, you can be sure that the online catalog will not be eliminated in lieu of topical handouts, but we do hope this will be a helpful addition for curriculum support. We expect to be adding resource lists for Clinical Skills, Gerontology, heart & lung sounds, Human Biology (1st year anatomy), Human Structure/Function, Medical Humanities, and others as they are reviewed or updated.

If you are interested in having a list of media resources compiled for instructional support, or if you have suggestions for the acquisition of new programs, please let us know. Contact Marlene Smith by phone at 235-1832 or email at smithmb@umkc.edu.

Coming Soon!

Audio-Digest: Internal Medicine CD's

Starting in July, the Media Center will begin a new service that should provide assistance for those interested in adding extra CME hours to your schedule. Even if you don't need the credit, you can maximize your time during your commute to work by switching from the morning news to your CD player. The Audio-Digest Internal Medicine CD subscription can help you keep up-to-date with the most significant talks at medical meetings with 24 issues a year.

Audio-Digest has been around for over 50 years and there are 150 plus teaching institutions that partner with them to distribute these lectures. The CMA designates each Audio-Digest activity for up to 2 hours in Category 1 credit towards the AMA PRA. Audio-Digest CME activity is planned and produced in accordance with the Essential Areas and Policies of the ACCME.

As each new issue arrives, the CD will be entered into our on-line catalog within 24 hours. Our catalog is at www.umkc.edu/medicine/mediacatalog, just type Audio Digest in the title box and you'll get a list of lecture topics. And who knows..., maybe gas is a tax deductible expense if you're earning CME credit in your car?

"MKSAP for Students 3" is Here

The new *MKSAP for Students 3* [Medical Knowledge Self-Assessment Program, 3rd edition] has arrived in the Media Center. Four new sets replace the Media Center's old 2003 versions, which have become "dog-eared" with use. Students use them for clerkships, but they are also popular for Board review.

Produced by the American College of Physicians, the *MKSAP for Students* CD features 408 patient-centered, self-assessment questions with critiques of the correct and incorrect responses. The CD version automatically tracks progress, assesses areas for further focus, and enables both category-based and random question ordering. A full text search engine enables searching of both the questions and the critiques for specific terms or phrases, and offers complete references linked directly to PubMed. The text is essentially the printed version of the CD-ROM, without the various electronic features.

Designed for medical students participating in their clerkship rotation, the questions help define and assess mastery of the core knowledge base requisite to internal medicine education in medical school. The questions provide a

concise review of the management dilemmas faced daily by internal medicine physicians. The questions begin with a clinical vignette, and are organized into the 33 categories that correspond to the Core Medicine Clerkship Curriculum Guide's "Training Problems." The Clerkship Curriculum Guide is a nationally recognized curriculum created and published by the Clerkship Directors in Internal Medicine (CDIM) and the Society for General Internal Medicine (SGIM). It defines competencies, knowledge, attitudes, and skills that medical students are expected to master by the end of the clerkship.



Summer Spotlight **Interview Techniques & Clinical Communication Skills**

Interview techniques and communication skills are an integral aspect of the physical examination, as well as the physician/patient relationship. This summer the Media Center would like to highlight programs in the collection that reinforce these skills. The programs listed cover a range of issues. Titles that specifically target the interview process include: "Communication Skills in Clinical Practice – Pt. 1. Communication: The Basics," "Efficiency Through Effective Communication," "Maximizing the Interview," "Personality Types in Medical Care," and "Taking a Health History." Other programs discuss interview techniques as part of the physical exam, delivering bad news, geriatric considerations, techniques for interviewing suspected abuse victims, alcohol or substance abuse, and problem patients. All of the titles listed on the next page may be checked out for one week.

Interview Techniques & Clinical Communication Skills

Communication Skills in Clinical Practice, Tape 1.

Communication: The Basics, Robert Buckman [et al.], Audio Visual Communications, Inc., VHS video, 74 min. This series includes over 20 scenarios with simulated patients illustrating various clinical situations, communications problems and approaches to dealing with them. The first program's objectives are: understanding the 4 "Es": engaging, empathy, educating, and enlisting (also eliciting the patient's expectations); the basic structure of the clinical interview: the CLASS strategy (context, listening, acknowledgement, strategy, summary); examples of how to use the techniques, and finally, how not to communicate.

Communication Skills in Clinical Practice, Tape 2. Dealing With Feelings, Robert Buckman [et al.]; Medical Audio Visual Communications, Inc., VHS video, 55 min.

This series includes over 20 scenarios with simulated patients illustrating various clinical situations, communications problems and approaches to dealing with them. The second video in this series provides illustrations of: acknowledging the patient's emotion before going on to address the issue that started the emotion; the empathic response; how to cope with patients who are angry or difficult; how to deal with severe depression.

Communication Skills in Clinical Practice, Tape 3. Hidden Agendas and Special Situations, Robert Buckman [et al.]; Medical Audio Visual Communications, Inc., VHS video, 79 min.

The third program in this series deals with: how to recognize the warning signs of a patient's hidden agenda ; how to explore psycho-social issues ; how to discuss anorexia in a patient hypocalcemia due to laxative abuse ; how to discuss early Alzheimer's disease; discussions around the diagnosis of AIDS.

Communication Skills in Clinical Practice, Tape 4. How to Break Bad News, Robert Buckman [et al.]; Medical Audio Visual Communications, Inc., VHS video, 79 min.

Tape four in this series illustrates: the SPIKE protocol for breaking bad news (setting, perception, invitation, knowledge, exploring emotions, strategy and summary); interviews with simulated patients with rheumatoid arthritis and breast cancer; special or difficult situations such as: "how long have I got?," "my mother is not to be told," and "your husband has died."

Communication Skills in Clinical Practice, Tape 5. Genetic Testing, Pediatrics and End-of-Life, Robert Buckman [et al.]; Medical Audio Visual Communications, Inc., VHS video, 69 min.

The fifth video in this series addresses the following topics: how to discuss genetic testing, and the results, with a patient; areas of communication in pediatrics that differ from that in adult medicine; discussing a diagnosis of Down's syndrome with a new mother; how to discuss a "Do Not Resuscitate" order with a patient; discussing discontinuation of ventilate or support with a family.

Counseling for behavior change, American College of Physicians (ACP), American Society of Internal Medicine, DVD & VHS, 24 min.

Learn important tools to help overcome patient resistance to changes in lifestyle that can profoundly affect their health. This videotape highlights the characteristics of the cycle of change in patient behavior, and demonstrates, through three office visit scenarios, how to move a patient through those changes. This video is designed for primary care physicians who want to take an active role in preventative care for their patients. Learning the counseling techniques presented in this tape is the first step toward building the skills necessary to help your patients comply with instructions and improve their quality of life.

Efficiency Through Effective Communication, American College of Physicians (ACP), American Society of Internal Medicine, DVD and VHS, 22 min.

This evidenced-based, skills presentation demonstrates five sets of skills including: opening the interview, establishing patient expectations, understanding patients' beliefs, making decisions, and closing the interview. In the current practice environment, physicians face countless demands on their time. This videotape is designed to help practicing physicians learn communication skills to make the office visit more efficient and effective.

EPEC: Education for Physicians on End of Life Care [Pt 2. Communicating Bad News] Trainer's Guide; American Medical Association; Northwestern University Feinberg School of

Medicine, the EPEC Project; and the Robert Wood Johnson Foundation, Win CD-ROM & VHS version.

There are 12 modules concerning end-of-life issues on this program. Part 2 deals with physician communication style when delivering bad news to a patient.

Examining the Older Adult, Seidel; Ball; Dains, and Benedict, Mosby's Physical Examination Video Series, VHS Video, 17 min.

Learning objectives include ways to facilitate communication during the interview and history-taking process for an older adult. The interview includes the techniques of gathering data on activities of daily living. The assessment process includes guidelines to consider during an examination of an elderly patient such as: recognition of the most common anatomic and physiologic changes associated with aging of skin, hair, nails, eyes and ears; distinguishing between age-related alterations and pathologic symptoms associated with major body systems; evaluation of blood pressure, EKG, pulse and respiratory results related to the aging process; and analysis of a patient's physical appearance, mobility, and daily habits in reference to age and optimal performance.

Interviewing for Child Sexual Abuse: A Forensic Guide, Kathleen Fisher; Guilford Publishing, VHS video, 15 min.

Simulated and actual interview vignettes guide viewers through sensitively gathering general and abuse-focused information, shows how to gauge children's ability to report events accurately, which kinds of questions to ask and which to avoid, how to use anatomical drawings and dolls appropriately, and how to work collaboratively in a multidisciplinary evaluation team. The manual features supplemental information, role play scenarios and skills exercises, findings on children's memory and suggestibility, and resource listings.

Maximizing the Interview, University of North Carolina at Chapel Hill, School of Medicine, VHS video, 11 min.

Objectives of this video program are to facilitate discussion of communication skills, provide vignettes to explore methods to improve the interview and to improve patient satisfaction and minimize malpractice risk. The program is appropriate for medical students, residents, faculty, and practicing physicians. A study guide helps the facilitator organize the presentation.

Opening Pandora's Box: Family Violence - A Physician's Guide to Identify and Treat Victims of Abuse, Division of Continuing Education, University of Miami School of Medicine, VHS video, 10 min.

This video is designed to provide appropriate screening questions for the process of interviewing the patient. The subject matter focuses on wife abuse, since half of all female death in the U.S. is a result of violence. The program also briefly includes child abuse information. The book provides more detailed information such as assessment of injuries, documentation, pregnancy related abuse, what the physician can do, legal issues, patient assessment records, state resources and a self-assessment test.

Overview of the Physical Examination, Henry M. Seidel [et al.], Mosby's Physical Examination Video Series, VHS Video, 10 min.

Emphasis is on the importance of a systematic yet flexible process of obtaining the patient's history and performing assessment techniques. The overall sequence of data required during the health history is explained, along with instruction on the use and assessment of both verbal and nonverbal communication. The viewer will learn the equipment necessary for conducting a complete physical examination. The sequence of the complete examination is presented, beginning with taking the vital signs and proceeding with physical examination in a head-to-toe pattern. The appropriate use of inspection, palpation, percussion, and auscultation is presented. The use of universal precautions is also introduced.

Personality Types in Medical Care, Parts 1 & 2, University of North Carolina at Chapel Hill, School of Medicine, 2 VHS videos; Pt. 1 (23 min.); Pt. 2 (17 min.)

This video set addresses the impact of different personalities in the clinical setting and proposes interview techniques to improve outcome.

The Physician Does Make a Difference: Recognizing the Faces of Alcohol and Other Drug Abuse. Interviewing and Screen Techniques for Physicians, Lovett Productions, Inc., VHS, 2 tapes, 31 min.

The first tape covers such topics as barriers to diagnosis of alcohol and other drug problems, "red flag" warning signs of alcohol and other drug abuse, proper interviewing techniques, the importance of prevention, and the use of referral resources. The second tape focuses on the importance of the patient interview in the prevention and early diagnosis of alcohol and other drug abuse. Using role play, medical students practice integrating questions about alcohol and drug use into the routine medical history. Three hypothetical case studies illustrating the varied "faces" of AOD are presented in this fashion. The teacher comments on the role play and case studies, provides suggestions for improving interviewing techniques, and facilitates the discussion.

The Medical Record: Interviewing Techniques and History-Taking; The General Examination, Owen Epstein; G. David Perkin; David P. deBono; John Cookson; Gower Medical Publishing, 120 35mm slides, text

This slide set reviews the medical record, interviewing techniques, and history taking as an introduction to the general exam. The series continues with the physical examination concentrating on recognizable syndromes and facies, endocrine disorders, nutrition, the lymphatic system, color, edema and temperature.

Taking a Health History, Henry M. Seidel [et al.], Mosby's Physical Examination Video Series, VHS video, 18 min.

The program presents the process of interviewing the patient for the purpose of obtaining the health history and current health information. Included is content regarding establishing good rapport with the patient, ensuring confidentiality, maintaining a non-judgmental attitude, and conducting appropriate patient education. The principles of therapeutic communication such as the use of open-ended questioning and requesting clarification are reviewed. The importance of nonverbal communication and suggestions for validating observations are presented. Sections of the health review

described include the patient's chief complaint, past health and illnesses, family health and illnesses, current health and lifestyle, and review of the patient's health in each of the major biological systems. Examples of possible ways to ask sensitive questions are included.

Recent Acquisitions for the Media Center

Anatomical Models

Larynx with Tongue [model], SOMSO® distributed by Wards Natural Science, 5-piece model mounted on a base, 8 ½"H x 4 ¾"H + guide

Liver with Gall Bladder, Pancreas, and Duodenum [model], 3-B Scientific, relief anatomical model mounted on base board, 7"L x 7"W x 1 ½"H + guide

Nervous System [model], SOMSO® distributed by Holt Science Co., mounted on a base, 33 ¾"L x 12 ½"W x 2 ¼"H + guide

Sagittal Hand Cross-Section [model], SOMSO® distributed by Wards Natural Science, mounted on base, transparent protective cover, 10 ¼" L x 12 ½" W x 1 ½" H + guide

Stomach with Duodenum, Pancreas [model], 3-B Scientific, distributed by Ward's Natural Science, on stand, 10"L x 4 3/4"W x 8 3/4"H + guide

Computer Software

Fetal Alcohol Spectrum Disorders: The Basics, United States Department of Health and Human Services; Substance Abuse & Mental Health Services Administration; National Clearing House for Alcohol & Drug Information, c2005, Win CD-ROM

MKSAP for Students 3 (Medical Knowledge Self-Assessment Program), American College of Physicians, c2006, CD-ROM & Text.

New Approaches to Complex Issues in Heart Failure, Academy for Healthcare Education, c2006, Win CD-ROM (gift)

Saving Face: The Central Role of Topical Retinoids in Acne, Lawrence A. Schachner, Anthony J. Mancini, Fred E. Ghali; Postgraduate Institute for Medicine and Dimensional Healthcare, Inc. c2006, Win/MAC CD Rom (gift)

Slide Teaching Packets, United States Department of Health and Human Services; Substance Abuse & Mental Health Services Administration; National Clearing House for Alcohol & Drug Information, c2004, Win PowerPoint

There are 5 "Slide Teaching Packets" on this CD-ROM:

1. Understanding Drug Abuse and Addiction: What Science Says (30 slides)
2. The Neurobiology of Ecstasy (19 slides)
3. The Neurobiology of Drug Addiction (30 slides)
4. The Brain and the Actions of Cocaine, Opiates, and Marijuana (25 slides)
5. Bringing Science to Bear on Drug Abuse and Addiction (14 slides)

Video – DVD or VHS

ACP Clinical Skills Collection, Medical Knowledge and Education Division; American College of Physicians, c2005, The titles on the DVD are as follows:

Arthrocentesis and Joint Injection;
Counseling for Behavior Change;
Sports Medicine Musculoskeletal Examination;
Using Skin Biopsy in the Office;
The Pelvic Examination;
Efficiency through Effective Communication;
Clinical Breast Examination

CV (Curriculum Vitae) and Resume Writing for Residency, Marilyn McGuyre, University of Missouri-Kansas City, School of Medicine, c2006, VHS, 35 min.

A Family Physician's Practical Guide to Culturally Competent Care, U.S. Department of Health and Human Services (HHS) Office of Minority Health, (OMH), c2004-2006, DVD

Fibromyalgia: Putting Your Finger on the Diagnosis, Jessica R. Berman, Network for Continuing Medical Education, NCME #858, c2006, DVD & VHS, 60 min.

Ice Age II: Lessons Learned from Bay County, Florida Methamphetamine Awareness/Training, United States Department of Health and Human Services; Substance Abuse & Mental Health Services Administration; National Clearing House for Alcohol & Drug Information, c2005, VHS, 55 min.

Lumbar Puncture Step by Step, Medical Contributors: Robert Bowden, BA; James Peacock, MD; Bayard Powell, MD; James Radford, MD; Publisher: Wake Forest University Baptist Medical Center, c2006, DVD, 25 min.

Medication-Assisted Therapies, United States Department of Health and Human Services; Substance Abuse & Mental Health Services Administration; National Clearing House for Alcohol & Drug Information, c2005, VHS, 60 min.

Peripheral Arterial Disease: Applying the New Guidelines in Clinical Practice, Alain Drooz, Network for Continuing Medical Education, c2006, DVD or VHS, 60 min.

Prescription Drugs: Killing More Than Pain, United States Department of Health and Human Services; Substance Abuse & Mental Health Services Administration; National Clearing House for Alcohol & Drug Information, c2005, VHS, 60 min.

Real Psychiatry: Doctors in Action (Minority Recruitment in the Field of Psychiatry), American Psychiatric Association, Department of Minority and National Affairs. c2004, DVD, 27 min. (gift)

Quick Bits...

Faculty Publications

Faculty wishing to display their current publications can bring a copy to the Media Center for the faculty display case on the second floor. Publications are displayed for a couple of months or longer depending upon the number of articles received.

Faculty Suggestions for Acquisition

School of Medicine faculty interested in having the Media Center acquire instructional media in support of your curriculum are encouraged to contact Marlene Smith with your requests. The new fiscal year is a particularly good time to think about new titles you would like to use in your curriculum. If you have sales literature from a publisher for a specific program or model, please bring it to the Media Center or send it with information about how you plan to use the program. If you do not have a specific program in mind, but would like to have us search for a topic, we will be happy to work with you.

For further information about any of the programs listed here, or, if you are a faculty member and would like to suggest an instructional program for acquisition, please contact us at:

Medical Education Media Center
UMKC School Of Medicine, Rm. M2-C04A
Monday - Friday, 8:00 a.m. - 8:00 p.m.

Marlene Smith, MLS
Phone: 816/235-1832; Email: SmithMB@umkc.edu

Bobbie Reliford-Miller
Phone: 816/235-1864; Email: RelifordB@umkc.edu

Catalog: www.umkc.edu/medicine/mediacatalog





Medical Education Media Center
2411 Holmes Street
Kansas City, MO. 64108