

Special MCSTAP Series: Enhancing Patient Communication

A Three-Part Series • April 8 - April 29 - May 13, 2026

Join us for in-depth presentations, conversation, and Q&A. CME Available.
Participation in all three sessions is encouraged but not required.

Presenters:

Jennifer Bradford, MD, MPH, Assistant Professor, UMass Chan Medical School,
MCSTAP Physician Consultant

Amber L. Cahill, PsyD, Associate Director, Center for Integrated Primary Care, UMass
Chan Medical School

Wednesday, April 8, 2026, 12-1 p.m.

Session One: **When Risks Outweigh Benefits: Discussing Changes to Opioid Doses**

By the end of this session, participants will be able to:

1. Evaluate both clinician-level and patient-level facilitators and barriers to effective communication when initiating opioid dose-reduction and/or tapering.
2. Describe effective communication strategies for responding to intense patient emotions.
3. Recognize the importance of communicating a commitment to ongoing care, even when agreement about opioid prescribing cannot be achieved.



[Click here to register >](#)

Wednesday, April 29, 2026, 12-1 p.m.

Session Two: **Communication Skills for Higher Risk Substance Use: Leveraging Principles of Harm Reduction**

By the end of this session, participants will be able to:

1. Explore clinician-level emotions and reactions that both hinder and facilitate effective communication, clinical decision making, and rapport.
2. List core principles of harm reduction that guide therapeutic responses to active substance use.
3. Describe communication skills that reduce stigma, build rapport, and increase engagement in ongoing care.
4. Describe a Six-Part Framework that guides harm reduction-informed communication techniques rooted in humility, patient autonomy and honoring our patients' wisdom.

[Click here to register >](#)

Please see Session Three information on page 2.

Wednesday, May 13, 2026, 12-1 p.m.

Session 3: Supporting Recovery: Communication Approaches for Helping Patients Meet Their Substance Use Goals

By the end of this session, participants will be able to:

1. Recognize diversity in how patients define recovery.
2. Employ strengths-based communication approaches to collaboratively identify triggers, early-warning signs, and protective factors supporting patients' recovery goals.
3. Use brief, evidence-based counseling skills, focused on relapse-prevention.
4. Discuss harm reduction plans in advance that help patients navigate high risk situations.

[Click here to register >](#)

Target Audience

Primary care physicians, internists, family practice physicians, nurse practitioners, nurses, and physician assistants

Contact MCSTAP at 1-833-724-6783 with questions or to request a consultation.



In support of improving patient care, Boston University Chobanian & Avedisian School of Medicine is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Boston University Chobanian & Avedisian School of Medicine designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This program meets the criteria of the Massachusetts Board of Registration in Medicine for 1 hour of opioid education.

ADA statement: To request reasonable accommodations for a disability please contact MCSTAP@carelon.com, in writing, at least two weeks prior to the activity.