

COMPETENCY: INTERPERSONAL AND COMMUNICATION SKILLS

Revised 4/08

Demonstrate skills that result in the effective exchange of information and collaboration with patients, their families, and other health professionals.

IMPLEMENTATION

Sub-competency	VA Wards	Clinic / Block	ICU	Day Float	CBT	Other
<i>Communicate with patients and family</i>	Direct faculty observation of patient / family communication	Direct faculty and team observation of patient / family communication PCS curriculum modules 2-6	Direct faculty observation of patient / family communication Curriculum on end-of-life discussions and family meetings		Direct preceptor observation of patient communication	Bayer communication courses Breaking bad news OSCE
<i>Teamwork</i>	“Multi-D” rounds	Orientation to team Answers pages, view alerts, prescription requests	Orientation to nurses, respiratory therapists, pharmacy	Balanced job sharing post-call	Office staff	
<i>Communicate with peers, including care transitions</i>	Standardized sign out sheets	Urgent care management	Duty sharing w/ICU resident and fellow	Clarity and completeness of sign-out plan	Direct preceptor observation of referral skills	
<i>Record keeping</i>	Accurate daily notes (cut and paste issue) D/C summaries within 2 weeks (reward system?)	Accurate notes within two working days (cut and paste issue) Record review	ICU note	H&P reflects patient presentation and plan	Timeliness and accuracy	EMR training and FB

EVALUATION

Sub-competency	VA Wards	Clinic / Block	ICU	Day Float	CBT	Other
<i>Communicate with patients and family</i>	Faculty evaluations	Monthly Silver evaluation	Faculty evaluations		Preceptor evaluation	Bad news OSCE checklist
<i>Teamwork</i>	Faculty solicit input from multi-D team for mid-month and evaluation	Monthly Silver evaluation	Faculty solicit input from nurses, respiratory therapists, pharmacy	Peer evaluation	Office staff	
<i>Communicate with peers, including care transitions</i>	Standardized sign out sheets		Faculty solicit input from fellows	Peer evaluation	Direct preceptor observation of referral skills	
<i>Record keeping</i>	Pending discharge summary list	Expected not file				