

Interpersonal and Communication Skills				
Level 1	Level 2	Level 3	Level 4	Level 5
<ul style="list-style-type: none"> • Develops a positive relationship with patients and teams in uncomplicated situations, and recognizes communication conflicts • Understands the patient’s/family’s perspective while engaged in active listening • Appreciates effective communication to prevent medical error • Participates in effective transitions of care • Ensures that the medical record, including electronic medical record (EMR) and photographs, is timely, accurate, and complete 	<ul style="list-style-type: none"> • Negotiates and manages simple patient-, family-, and team-related conflicts • Responds to the social and cultural context of the patient and family • Understands the effects of computer use on information accuracy and potential effects on the physician/patient relationship • Manages transitions of care and optimizes communication across systems 	<ul style="list-style-type: none"> • Sustains working relationships and manages complex and challenging situations, including transitions of care • Customizes the delivery of emotionally difficult information 	<ul style="list-style-type: none"> • Negotiates and manages conflict in complex and challenging situations, including in vulnerable populations, and develops working relationships across specialties and systems of care • Organizes and leads family/craniofacial care team conferences • Uses multiple forms of communication (e.g., e-mail, patient portal, social media) ethically and with respect for patient privacy 	<ul style="list-style-type: none"> • Develops models/approaches to managing difficult communications and seeks leadership opportunities within professional organizations • Coaches others to improve communication skills
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Comments:				