

Interpersonal and Communication Skills				
Level 1	Level 2	Level 3	Level 4	Level 5
<ul style="list-style-type: none"> <li>• Develops a positive relationship with patients and teams in uncomplicated situations, and recognizes communication conflicts</li> <li>• Understands the patient's/family's perspective while engaged in active listening</li> <li>• Utilizes interpreters as needed</li> <li>• Appreciates effective communication to prevent medical error</li> <li>• Participates in effective transitions of care</li> <li>• Safeguards patient privacy when using photographic documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiates and manages simple patient- and family-related, and team conflicts</li> <li>• Responds to the social and cultural context of the patient and family to ensure the patient understands and is able to participate in health care decision-making</li> <li>• Ensures that the medical record (including the electronic medical record [EMR] and photographs) is timely, accurate, and complete</li> <li>• Understands the effects of computer use on information accuracy and potential effects on the physician/patient relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Sustains working relationships and manages complex and challenging situations, including transitions of care</li> <li>• Customizes the delivery of emotionally-difficult issues, including for the upset patient or family member who has concerns about the patient's care</li> <li>• Manages transitions of care and optimizes communication across systems/teams</li> <li>• Communicates controversies within the field and develops treatment plans based on patient shared decision model</li> <li>• Counsels family regarding natural history of congenital disorders</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiates and manages conflict in complex and challenging situations (including vulnerable populations), and develops working relationships across specialties and systems of care</li> <li>• Organizes and facilitates family/health care team conferences</li> <li>• Uses multiple forms of communication (e.g., e-mail, patient portal, social media) ethically and with respect for patient privacy</li> <li>• Understands the use of ethical marketing practices</li> </ul>	<ul style="list-style-type: none"> <li>• Develops models/approaches to managing difficult communications, and seeks leadership opportunities within professional organizations</li> <li>• Coaches others to improve communication skills</li> </ul>
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Comments:				