

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 • Utilizes interpreters as needed • Appreciates effective communication to prevent medical error • Participates in effective transitions of care • Uses photographic documentation with safeguards for privacy 	<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 to ensure the patient understands and is able to participate in health care decision-making • Ensures that the medical record, including electronic medical record (EMR) and photographs, is timely, accurate, and complete • Understands the effects of computer use on information accuracy and potential effects on the physician/patient relationship 	<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 • Manages transitions of care and optimizes communication across systems 	<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 facilitates family/health care team conferences • Uses multiple forms of communication (e.g., e-mail, patient portal, social media) ethically and with respect for patient privacy • Understands the use of ethical marketing practices 	<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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="text-align: right;"> Not yet achieved Level 1 <input type="checkbox"/> </div>				