

## INTERPERSONAL SKILLS AND COMMUNICATION

Residents must be able to demonstrate interpersonal and communication skills that result in effective information exchange and teaming with patients, their patients families, and professional associates.

Please refer to the following benchmarks and list of assessment tools as you evaluate resident competence

### Potential assessment tools used in the evaluation of competence:

- Direct observation of benchmark
- Checklist of live/recorded performance
- Global rating of live/recorded performance
- 360 degree evaluation
- Standardized patient examination
- Objective structured clinical examination (OSCE)
- Patient /parent survey

**Competency: Communicate effectively to create and sustain a therapeutic relationship with patients and families.**

### Knowledge/Skills/Attitudes Benchmarks:

- Identifies the primary provider(s) of information
- Identifies self and other members of the health care team and explains role appropriately to patient and/or care givers/family members
- Communicates with patient/caregiver in the appropriate setting, by recognizing the logistics of the working environment (e.g., private areas, public areas, areas for interviewing, areas for physical examination, etc.)
- Demonstrates the ability to maintain a therapeutic relationship with patients over time
- Uses appropriate language at the proper developmental/educational level for the patient and/or caregivers/family members
- Elicits initial and interval histories from patients using effective verbal and non-verbal techniques (e.g., asks the appropriate type of question- open-ended, direct, leading- at various phases of the interview)
- Uses effective listening skills to elicit information
- Uses correct English in written and verbal communication
- Maintains comprehensive, timely, and legible medical records and correspondence
- Communicates effectively to maximize patient/caregiver/family understanding
- Facilitates, reflects, clarifies, confronts, and/or interprets at the appropriate time(s) in the patient encounter
- Provides effective patient/caregiver/family education in verbal and written form

**Competency: Work effectively with others as a member or leader of a health care team or other professional group.**

### Knowledge/Skills/Attitudes Benchmarks:

- Identifies and learns the names of health care team members
- Assumes the appropriate role on the team
- Communicates effectively and respectfully with other members of the health care team
- Facilitates team communication when in role of team leader
- Assumes the role of consultant where appropriate
- Provides constructive verbal and written feedback to other members of the health care team