

Interpersonal and Communication Skills 1
Relationship Management

Level 1

- A. Identifies factors that affect communication (e.g., language, speech, hearing, vision and cognitive impairments)

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

- B. Forms positive interpersonal relationships (e.g., supportive response to patient's emotions, active listening, responsiveness to needs) when interacting with patients in uncomplicated situations

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

A+B = ____ (Note: need score of at least 9 to demonstrate competency of this level)

Level 2

- A. Utilizes effective verbal and nonverbal communication strategies (including active listening, augmentative communication devices, interpreters, etc.)

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

- B. Develops positive working relationships with families and healthcare providers

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

A+B = ____ (Note: need score of at least 9 to demonstrate competency of this level)

Level 3

- A. Effectively educates and counsels patients and families, utilizing strategies to ensure understanding (e.g., "teach back")

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

- B. Identifies resolution options for patient care-related conflicts (e.g., eliciting the patient's/family members'/providers' perspectives, arriving at common goals)

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

A+B = ____ (Note: need score of at least 9 to demonstrate competency of this level)

Level 4 (Graduation Target)

- A. Consistently anticipates the need for, and effectively facilitates family meetings, including all relevant disciplines

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

- B. Sustains positive relationships with families and healthcare providers during challenging situations

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

- C. Manages conflict effectively (e.g., proposing resolutions and arriving at a mutually satisfactory solution) among patient, family, and healthcare providers to ensure patient-centered care

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

A+B+C = ____ (Note: need score of at least 13 with no 3's to demonstrate competency of this level)

Level 5 (Aspirational)

- A. Uses knowledge to lead complex discussions, education and counseling with patients and families regarding life-changing effects of disability and sequelae

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

- B. Serves as an expert resource in complex relationship management

0 (N/A) 1 (poor) 2 (fair) 3 (good) 4 (very good) 5 (excellent)

A+B = ____ *(Note: need score of at least 9 to demonstrate competency of this level)*

Comments:

Attending Signature: _____