

Resident Name: _____ Rotation: _____ Date: _____

Interpersonal and Communication Skills 1 Relationship Management

Level 1: Identifies language, speech, hearing vision and cognitive impairments that affect communication and forms positive interpersonal relationships with patients

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

Level 2: Utilizes effective verbal and nonverbal communication strategies and develops positive relationships with families and healthcare providers

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

Level 3: Effectively educates and counsels patients and families, utilizing strategies to ensure understanding. Identifies resolution options for patient-care related conflicts

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

Level 4 (Graduation Target): Anticipates and facilitates family meetings, sustains positive relationships during challenging situations, and manages conflict effectively

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

Level 5 (Aspirational): Leads complex discussions, education and counseling with patients and families regarding life-changing disability. Serves as expert resource in complex patient management

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

Comments:

Attending Signature: _____