

Communication and Interpersonal Skills

Students must demonstrate compassionate and effective interpersonal communication skills toward patients and families necessary to deliver effective medical care and promote shared decision making. Students must be able to articulate information and ideas (written and oral) in an organized and clear manner to educate or inform patients, families, colleagues, and community.

Learning Objective Categories	Master Phase A	Master Phase B	Master Phase C
<p>Doctor-Patient Communication (C1)</p>	<ul style="list-style-type: none"> Recognizes effective communication strategies involving nonverbal, verbal and written modalities to communicate with patients Explains how to politely ask clarifying questions Can give examples on the importance of creating rapport with the patient in order to create an effective environment for counseling on wellness and disease prevention strategies 	<ul style="list-style-type: none"> Utilizes effective communication strategies involving nonverbal, verbal and written modalities to communicate with patients Explains how to politely ask clarifying questions Creates a rapport with the patient in order to generate an effective environment for counseling on wellness and disease prevention strategies 	<ul style="list-style-type: none"> Utilizes communication strategies involving nonverbal, verbal and written modalities to communicate with patients (4.1) Explains how to ask clarifying questions in a way that is socially and culturally sensitive (4.1) Creates a rapport with the patient in order to generate an effective environment for counseling on wellness and disease prevention strategies (4.1) Effectively uses health coaching strategies (3.8, 4.1) Can effectively communicate medical errors to patients (4.6)
<p>Communication with Family Members (C2)</p>	<ul style="list-style-type: none"> Can recognize effective communication strategies involving nonverbal, verbal and written skills to communicate with family members Can recognize the importance of eliciting support from family members for changes in disease prevention or health wellness* 	<ul style="list-style-type: none"> Utilizes effective communication strategies involving nonverbal, verbal and written skills to communicate with family members Can recognize and effectively communicate their legal limitations due to patient privacy Can gain support/assistance of family members for encouraging 	<ul style="list-style-type: none"> Utilizes effective communication strategies involving nonverbal, verbal and written skills to communicate with family members (4.1) Can recognize and effectively communicate their legal limitations due to patient privacy (5.3) Can gain the support/assistance of family members for encouraging changes in disease prevention or

		changes in disease prevention or wellness strategies	wellness strategies (4.1) <ul style="list-style-type: none"> • Can effectively communicate medical errors to family members (4.6)
Communication with Medical Team (C3)	<ul style="list-style-type: none"> • Can effectively communicate a H&P and SOAP note in writing • Can effectively communicate a H&P and SAOP note orally 	<ul style="list-style-type: none"> • Can effectively communicate a H&P and SOAP note in both written and oral format • Can effectively communicate new patient problems or complaints in healthcare to the medical team • Can question medical decisions in a non-confrontational manner • Effectively shares relevant information with the team 	<ul style="list-style-type: none"> • Can effectively communicate a H&P and SOAP note in both written and oral format (4.2, 4.3) • Can effectively communicate new patient problems or complaints in healthcare to the medical team (4.2, 4.5,4.4) • Can question medical decisions in a non-confrontational manner (3.9, 7.1) • Effectively shares relevant information with the team (3.9)
Communication with Faculty (C4)	<ul style="list-style-type: none"> • Identifies gaps in knowledge or skills and can effectively communicate educational needs to the faculty 	<ul style="list-style-type: none"> • Identifies gaps or deficiencies in understanding on each clerkship and can effectively communicate educational needs to the interns, residents, and faculty to increase knowledge • Can discuss personal ethical/social or cultural issues with faculty members to resolve any personal conflicts that may arise in the management or treatment decisions made for the benefit of the patient 	<ul style="list-style-type: none"> • Identifies gaps or deficiencies in understanding on each clerkship and can effectively communicate educational needs to the interns, residents, and faculty to increase knowledge (3.1, 3.3) • Can discuss personal ethical/social or cultural issues with faculty members to resolve any personal conflicts that may arise in the management or treatment decisions made for the benefit of the patient (4.1, 4.7, 7.1)
Communication with Community (C5)	<ul style="list-style-type: none"> • Can communicate medical knowledge to the community at large in a professional manner 	<ul style="list-style-type: none"> • Can communicate medical knowledge to the community at large in a professional manner 	<ul style="list-style-type: none"> • Can communicate medical knowledge to the community at large in a professional manner (3.8)