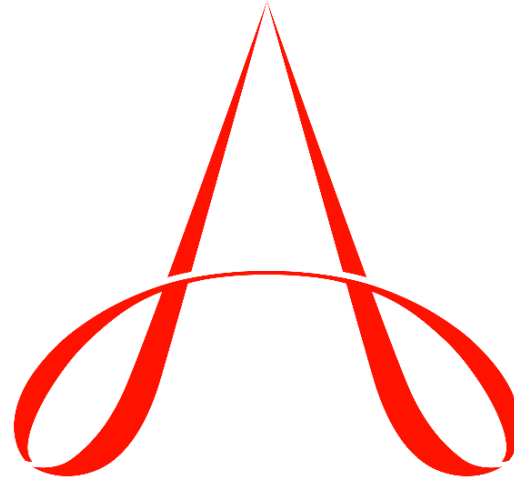


Ophthalmology Milestones

The Accreditation Council for Graduate Medical Education



ACGME

Second Revision: January 2020

First Revision: December 2015

Ophthalmology Milestones

The Milestones are designed only for use in evaluation of resident's in the context of their participation in ACGME-accredited residency programs. The Milestones provide a framework for the assessment of the development of the resident in key dimensions of the elements of physician competency in a specialty or subspecialty. They neither represent the entirety of the dimensions of the six domains of physician competency, nor are they designed to be relevant in any other context.

Ophthalmology Milestones

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The ACGME would like to thank the following organizations for their continued support in the development of the Milestones:

American Board of Ophthalmology
ACGME Review Committee for Ophthalmology

Understanding Milestone Levels and Reporting

This document presents the Milestones, which programs use in a semi-annual review of resident performance, and then report to the ACGME. Milestones are knowledge, skills, attitudes, and other attributes for each of the ACGME Competencies organized in a developmental framework. The narrative descriptions are targets for resident performance throughout their educational program.

Milestones are arranged into levels. Tracking from Level 1 to Level 5 is synonymous with moving from novice to expert resident in the specialty or subspecialty. For each reporting period, the Clinical Competency Committee will review the completed evaluations to select the milestone levels that best describe each learner's current performance, abilities, and attributes for each subcompetency.

These levels *do not* correspond with post-graduate year of education. Depending on previous experience, a junior resident may achieve higher levels early in his/her educational program just as a senior resident may be at a lower level later in his/her educational program. There is no predetermined timing for a resident to attain any particular level. Residents may also regress in achievement of their milestones. This may happen for many reasons, such as over scoring in a previous review, a disjointed experience in a particular procedure, or a significant act by the resident.

Selection of a level implies the resident substantially demonstrates the milestones in that level, as well as those in lower levels (see the diagram on page vi).

Additional Notes

Level 4 is designed as a graduation *goal* but *does not* represent a graduation *requirement*. Making decisions about readiness for graduation and unsupervised practice is the purview of the program director. Level 5 is designed to represent an expert resident whose achievements in a subcompetency are greater than the expectation. Milestones are primarily designed for formative, developmental purposes to support continuous quality improvement for individual learners, education programs, and the specialty. The ACGME and its partners will continue to evaluate and perform research on the Milestones to assess their impact and value.

Examples are provided for some milestones within this document. Please note: the examples are not the required element or outcome; they are provided as a way to share the intent of the element.

Some milestone descriptions include statements about performing independently. These activities must occur in conformity to ACGME supervision guidelines as described in the Program Requirements, as well as to institutional and program policies. For example, a resident who performs a procedure independently must, at a minimum, be supervised through oversight.

A Supplemental Guide is also available to provide the intent of each subcompetency, examples for each level, assessment methods or tools, and other available resources. The Supplemental Guide, like examples contained within the Milestones, is designed only to assist the program director and Clinical Competency Committee, and is not meant to demonstrate any required element or outcome.

Supplemental Guides and other resources are available on the Milestones page of each specialty section of the ACGME website. On www.acgme.org, choose the applicable specialty under the “Specialties” menu, then select the “Milestones” link in the lower navigation bar.

The diagram below presents an example set of milestones for one sub-competency in the same format as the ACGME Report Worksheet. For each reporting period, a resident’s performance on the milestones for each sub-competency will be indicated by selecting the level of milestones that best describes that resident’s performance in relation to those milestones.

Systems-based Practice 1: Patient Safety and Quality Improvement				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates knowledge of common patient safety events	Identifies system factors that lead to patient safety events	Participates in analysis of patient safety events (simulated or actual)	Conducts analysis of patient safety events and offers error prevention strategies (simulated or actual)	Actively engages teams and processes to modify systems to prevent patient safety events
Demonstrates knowledge of how to report patient safety events	Reports patient safety events through institutional reporting systems (actual or simulated)	Participates in disclosure of patient safety events to patients and families (simulated or actual)	Discloses patient safety events to patients and families (simulated or actual)	Role models or mentors others in the disclosure of patient safety events
Demonstrates knowledge of basic quality improvement methodologies and metrics	Describes local quality improvement initiatives (e.g., eye protection for high risk activities, diabetic eye screening)	Participates in local quality improvement initiatives	Demonstrates the skills required to identify, develop, implement, and analyze a quality improvement project	Creates, implements, and assesses quality improvement initiatives at the institutional or community level
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="float: right;">Not Yet Completed Level 1 <input type="checkbox"/></div>				

Selecting a response box in the middle of a level implies that milestones in that level and in lower levels have been substantially demonstrated.

Selecting a response box on the line in between levels indicates that milestones in lower levels have been substantially demonstrated as well as **some** milestones in the higher level(s).

Patient Care 1: Data Acquisition – Basic Ophthalmology Exam and Testing				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Acquires relevant problem-focused history, including outside medical records</p> <p>Performs and documents a comprehensive ophthalmic examination; distinguishes between normal and abnormal findings</p>	<p>Performs problem-focused exam with appropriate techniques (e.g., gonioscopy and scleral depression), consistently identifies common abnormalities on examination; may identify subtle findings</p> <p>Orders, performs, and interprets basic testing (e.g., visual field testing, Optical Coherence Tomography, B-scan)</p>	<p>Identifies subtle or uncommon examination findings of common disorders and typical or common findings of rarer disorders</p> <p>Interprets unusual findings on routine testing, identifies artifacts; recognizes indications for advanced diagnostic tests and imaging procedures (e.g., specular microscopy, electroretinography)</p>	<p>Orders and interprets advanced diagnostic tests and imaging procedures according to evidence-based medicine (i.e., when and when not to order testing)</p>	<p>Demonstrates expertise in advanced diagnostic tests and imaging</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>				<p>Not Yet Completed Level 1 <input type="checkbox"/></p> <p>Not Yet Assessable <input type="checkbox"/></p>

Patient Care 2: Hospital-Based Consultation				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Acquires relevant problem-focused history, including outside medical records</p> <p>Performs inpatient consultation, with direct supervision</p>	<p>Triages consult requests</p> <p>Performs a complete examination</p> <p>Recognizes ophthalmic emergencies and initiates non-surgical treatment plan, with indirect supervision</p>	<p>Manages consultations (including coordination of care) requiring surgical intervention, including procedural options and timing; requests ophthalmic subspecialty advice, with indirect supervision</p> <p>Manages ophthalmic emergencies with non-surgical and surgical treatment, with indirect supervision</p>	<p>Manages consultations (including coordination of care) requiring surgical intervention, including procedural options and timing; requests ophthalmic subspecialty input, with oversight</p> <p>Manages ophthalmic emergencies with non-surgical and surgical treatment, with oversight</p>	<p>Oversees the consultation process and manages interdisciplinary systems issues affecting patient care</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p> <p style="text-align: right;">Not Yet Assessable <input type="checkbox"/></p>				

Patient Care 3: Office-Based Procedures				
Level 1	Level 2	Level 3	Level 4	Level 5
Describes essential components of care related to office-based procedures (e.g., informed consent, indications and contraindications, anesthesia, sterile procedure prep)	Administers anesthesia and performs procedure, with direct supervision Recognizes and manages intra- and post-operative complications, with direct supervision	Administers anesthesia and performs procedure, with indirect supervision Manages intra- and post-operative complications, with indirect supervision	Administers anesthesia and performs procedure, with oversight Manages intra- and post-operative complications, with oversight	Incorporates recent advancements in technologies or techniques
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Completed Level 1 <input type="checkbox"/> Not Yet Assessable <input type="checkbox"/>

Patient Care 5: Extraocular Surgery (Plastics, Strabismus)				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Demonstrates ability to scrub, prep and drape patient for surgery; performs basic suturing skills</p> <p>Identifies common post-operative complications (e.g., post-op pain, bleeding)</p>	<p>Identifies patients for routine extraocular surgery</p> <p>Performs simple extraocular surgery (e.g., simple lid laceration repair, nasolacrimal duct probing)</p> <p>Manages common post-operative complications</p>	<p>Develops a pre-operative plan for routine extraocular surgery</p> <p>Performs routine extraocular surgery (e.g., complex lid laceration repair, horizontal strabismus, ptosis)</p> <p>Manages intra- and post-operative complications (e.g., bleeding, perforation)</p>	<p>Develops a pre-operative plan for complex extraocular surgery</p> <p>Performs complex extraocular surgery (e.g., vertical strabismus), with assistance</p> <p>Manages complex intra- and post-operative complications (e.g., infection, retrobulbar hemorrhage)</p>	<p>Assess patients and develops a pre-operative plan for complex/multidisciplinary extraocular surgery (e.g., nerve sheath decompression, vessel sparing strabismus)</p> <p>Performs complex extraocular surgery</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p> <p style="text-align: right;">Not Yet Assessable <input type="checkbox"/></p>				

Patient Care 6: Intraocular Surgery (Cornea, Retina, Glaucoma)				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates ability to scrub, prep and drape patient for surgery; performs basic suturing skills	Assesses patients for routine intraocular surgery	Assesses patients for complex intraocular surgery	Assesses patients for multispecialty intraocular surgeries	Assess patients requiring surgery from multiple disciplines (e.g., plastic surgery, facial trauma)
	Performs routine intraocular surgery in the hands-on surgical skills laboratory	Assists in subspecialty intraocular surgery	Performs routine intraocular surgery	Performs complex intraocular surgery
	Manages common post-operative complications (e.g., post-op pain, high intraocular pressure)	Manages common intra-operative complications (e.g., flat chamber, wound leak, hyphema)	Manages complex intra- and post-operative complications (e.g., re-bubble graft, blebitis)	Manages rare and complex intra- and post-operative complications (e.g., tube erosion, proliferative vitreoretinopathy)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Completed Level 1 <input type="checkbox"/> Not Yet Assessable <input type="checkbox"/>

Medical Knowledge 1: Pathophysiology				
Level 1	Level 2	Level 3	Level 4	Level 5
Articulates knowledge of pathophysiology and clinical findings for ophthalmic conditions routinely managed by non-ophthalmologists	Demonstrates basic knowledge of pathophysiology and clinical findings for common ophthalmic conditions routinely managed by ophthalmologists	Demonstrates advanced knowledge of pathophysiology and clinical findings for commonly encountered ophthalmic conditions; demonstrates basic knowledge of pathophysiology and clinical findings for uncommon conditions	Demonstrates advanced knowledge of pathophysiology and clinical findings for uncommon ophthalmic conditions	Contributes new knowledge for pathophysiology and clinical findings for ophthalmic conditions (e.g., publication, curriculum development)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="float: right; text-align: right;"> Not Yet Completed Level 1 <input type="checkbox"/> Not Yet Assessable <input type="checkbox"/> </div>				

Medical Knowledge 2: Differential Diagnosis				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies resources to generate a focused differential	Generates comprehensive differential diagnosis based on patient symptoms and history; documents and presents differential in oral presentation clearly and concisely	Generates refined differential based on patient symptoms, history and examination findings, distinguishing between common and uncommon conditions	Generates probabilistic differential diagnosis in patients with multiple ocular and medical comorbidities; modifies likely differential with new information from additional testing	Recognizes, self-reflects, and shares experiences to educate others on factors that contributed to missed diagnosis or faulty clinical reasoning (e.g., publication, curriculum development)
Generates a basic differential diagnosis based on patient symptoms and history	Describes diagnostic tests to aid in the differential diagnosis	Selects additional diagnostic testing to distinguish between conditions on the differential	Articulates the rationale for ordering diagnostic testing in hierarchical fashion based upon probabilistic differential	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="text-align: right;"> Not Yet Completed Level 1 <input type="checkbox"/> Not Yet Assessable <input type="checkbox"/> </div>				

Medical Knowledge 3: Therapeutic Interventions				
Level 1	Level 2	Level 3	Level 4	Level 5
Describes basic concepts of ophthalmic pathophysiology and pharmacology	Explains relevant pathophysiology and lists indications and contraindications for planned medical therapy	Identifies and describes side effects of medical therapies and ways to minimize potential complications	Describes and articulates the rationale for using emerging alternative medical therapies	Participates in the development and dissemination of novel therapies or interventions
Describes basic ophthalmic anatomy and categories of procedural interventions	Explains indications, contraindications, and relevant steps required for procedural intervention (e.g., anesthesia, technique, instruments)	Identifies and describes causes of complications and alternatives for routine procedural interventions	Describes and articulates the rationale for using novel alternative procedural interventions	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Completed Level 1 <input type="checkbox"/> Not Yet Assessable <input type="checkbox"/>

Systems-Based Practice 1: Patient Safety and Quality Improvement				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates knowledge of common patient safety events	Identifies system factors that lead to patient safety events	Participates in analysis of patient safety events (simulated or actual)	Conducts analysis of patient safety events and offers error prevention strategies (simulated or actual)	Actively engages teams and processes to modify systems to prevent patient safety events
Demonstrates knowledge of how to report patient safety events	Reports patient safety events through institutional reporting systems (simulated or actual)	Participates in disclosure of patient safety events to patients and families (simulated or actual)	Discloses patient safety events to patients and families (simulated or actual)	Role models or mentors others in the disclosure of patient safety events
Demonstrates knowledge of basic quality improvement methodologies and metrics	Describes local quality improvement initiatives (e.g., eye protection for high risk activities, diabetic eye screening)	Participates in local quality improvement initiatives	Demonstrates the skills required to identify, develop, implement, and analyze a quality improvement project	Creates, implements, and assesses quality improvement initiatives at the institutional or community level
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></div>				

Systems-based Practice 2: System Navigation for Patient-Centered Care				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates knowledge of care coordination	Coordinates care of patients in routine clinical situations effectively using the roles of the interprofessional teams	Coordinates care of patients in complex clinical situations effectively using the roles of their interprofessional teams	Teaches effective coordination of patient-centered care among different disciplines and specialties to junior members of the team	Analyzes the process of care coordination and leads in the design and implementation of improvements
Identifies key elements for safe and effective transitions of care and hand-offs	Performs safe and effective transitions of care/hand-offs in routine clinical situations	Performs safe and effective transitions of care/hand-offs in complex clinical situations	Advocates for safe and effective transitions of care/hand-offs within and across health care delivery systems	Improves quality of transitions of care within and across health care delivery systems to optimize patient outcomes
Demonstrates knowledge of the role of the physician in addressing community health needs and disparities	Demonstrates knowledge of local population and community health needs and disparities	Identifies specific local health needs and disparities related to ophthalmic care	Uses local resources effectively to meet the needs of a patient population and community	Participates in changing and adapting practice to provide for the needs of specific populations
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></div>				

Systems-Based Practice 3: Physician Role in Health Care Systems				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Describes basic health care systems and access models (e.g., government, private, public, uninsured care)</p> <p>Demonstrates use of electronic medical record</p>	<p>Describes how different system types require the physician to deliver care effectively with available resources</p> <p>Identifies the documentation required for billing and coding compliance</p>	<p>Optimizes patient care given available resources</p> <p>Describes knowledge domains for effective transition to practice (e.g., information technology, legal, billing and coding)</p>	<p>Advocates for patient care needs beyond patients' available resources (e.g., community resources, patient assistance resources, telehealth)</p> <p>Demonstrates administrative knowledge needed for transition to practice (e.g., contract negotiations, malpractice insurance, government regulation, compliance)</p>	<p>Participates in health policy advocacy activities</p> <p>Analyzes individual practice patterns and professional requirements in preparation for practice</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p>				

Practice-Based Learning and Improvement 1: Evidence-Based and Informed Practice				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates how to access and use available evidence, and incorporate patient preferences and values in order to take care of a routine patient	Articulates clinical questions and elicits patient preferences and values in order to guide evidence-based care	Locates and applies the best available evidence, integrated with patient preference, to the care of complex patients	Critically appraises and applies evidence even in the face of uncertainty and conflicting evidence to guide care, tailored to the individual patient	Coaches others to critically appraise and apply evidence for complex patients; and/or participates in the development of patient care guidelines
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Completed Level 1 <input type="checkbox"/>

Practice-Based Learning and Improvement 2: Reflective Practice and Commitment to Personal Growth				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Accepts responsibility for personal and professional development by establishing goals; actively seeks opportunities to improve</p> <p>Identifies the factors which contribute to gap(s) between expectations and actual performance</p>	<p>Demonstrates openness to performance data (feedback and other input) in order to inform goals; designs and implements a learning plan, with guidance</p> <p>Analyzes and reflects on the factors which contribute to gap(s) between expectations and actual performance</p>	<p>Seeks performance data and accepts it with responsibility and equipoise; demonstrates implementation of a learning plan</p> <p>Analyzes, reflects on, and institutes behavioral change(s) to narrow the gap(s) between expectations and actual performance</p>	<p>Uses performance data to measure the effectiveness of the learning plan and when necessary, improves it</p> <p>Challenges assumptions and considers alternatives in narrowing the gap(s) between expectations and actual performance</p>	<p>Facilitates the design and implementing learning plans for others</p> <p>Coaches others on reflective practice</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p>				

Professionalism 1: Professional Behavior and Ethical Principles				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Identifies and describes potential triggers for professionalism lapses</p> <p>Describes when and how to appropriately report professionalism lapses, including strategies for addressing common barriers</p> <p>Demonstrates knowledge of the ethical principles underlying informed consent, surrogate decision making, advance directives, confidentiality, error disclosure, stewardship of limited resources, and related topics</p>	<p>Demonstrates insight into professional behavior in routine situations</p> <p>Takes responsibility for own professionalism lapses</p> <p>Analyzes straightforward situations using ethical principles</p>	<p>Demonstrates professional behavior in complex or stressful situations</p> <p>Recognizes need to seek help in managing and resolving complex ethical situations</p> <p>Analyzes complex situations using ethical principles</p>	<p>Recognizes situations that may trigger professionalism lapses and intervenes to prevent lapses in self and others</p> <p>Recognizes and uses appropriate resources for managing and resolving ethical dilemmas as needed (e.g., ethics consultations, literature review, risk management/legal consultation)</p>	<p>Coaches others when their behavior fails to meet professional expectations</p> <p>Identifies and seeks to address system-level factors that induce or exacerbate ethical problems or impede their resolution</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p>				

Professionalism 2: Accountability/Conscientiousness				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Takes responsibility for failure to complete tasks and responsibilities, identifies potential contributing factors, and describes strategies for ensuring timely task completion in the future</p> <p>Responds promptly to requests or reminders to complete tasks and responsibilities</p>	<p>Performs tasks and responsibilities in a timely manner with attention to detail in routine situations</p> <p>Recognizes situations that may impact own ability to complete tasks and responsibilities in a timely manner</p>	<p>Performs tasks and responsibilities in a timely manner with attention to detail in complex or stressful situations</p> <p>Recognizes detrimental consequences when tasks and responsibilities are not completed in a timely manner (e.g., team members, compliance)</p>	<p>Recognizes situations that may impact others' ability to complete tasks and responsibilities in a timely manner</p> <p>Proactively implements strategies to ensure that the needs of patients, teams, and systems are met</p>	<p>Takes ownership of system outcomes, attempts to implement changes at a systems level in order to advance the goals of professional accountability</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p>				

Professionalism 3: Self-Awareness and Help-Seeking				
Level 1	Level 2	Level 3	Level 4	Level 5
Recognizes status of personal and professional well-being, with assistance	Independently recognizes status of personal and professional well-being	With assistance, proposes a plan to optimize personal and professional well-being	Independently develops a plan to optimize personal and professional well-being	Coaches others when emotional responses or limitations in knowledge/skills do not meet professional expectations
Recognizes limits in the knowledge/skills of self and/or team, with assistance	Independently recognizes limits in the knowledge/skills of self and/or team; demonstrates appropriate help-seeking behaviors for self or others	With assistance, proposes a plan to improve knowledge/skills of self and/or team	Independently develops a plan to improve the knowledge/skills of self and/or team	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></div>				

This subcompetency is not intended to evaluate a resident’s well-being, but to ensure each resident has the fundamental knowledge of factors that impact well-being, the mechanisms by which those factors impact well-being, and available resources and tools to improve well-being.

Interpersonal and Communication Skills 1: Patient and Family-Centered Communication				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Uses language and nonverbal behavior to demonstrate respect and establish rapport</p> <p>Identifies barriers to effective communication (e.g., health literacy, language, disability, cultural) while accurately communicating own role within the health care system</p>	<p>Establishes a therapeutic relationship in straightforward encounters using active listening and clear language</p> <p>Addresses barriers to effective communication</p>	<p>Establishes a therapeutic relationship in challenging patient encounters (e.g., breaking bad news)</p> <p>When prompted, reflects on personal biases while attempting to minimize communication barriers</p>	<p>Easily establishes therapeutic relationships, with attention to patient/family concerns and context, regardless of complexity</p> <p>Role models self-awareness to minimize communication barriers</p>	<p>Mentors others in situational awareness and critical self-reflection to consistently develop positive therapeutic relationships</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p>				

Interpersonal and Communication Skills 3: Communication within Health Care Systems				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Accurately records information in the medical record</p> <p>Aware of the role of communication in patient safety and privacy; safeguards patient personal health information</p> <p>Aware of responsibility to report system deficiencies</p>	<p>Demonstrates organized diagnostic and therapeutic reasoning through notes in the medical record</p> <p>Appropriately selects forms of communication (e.g., telephone versus text) to promote patient safety and privacy</p> <p>Identifies appropriate channels to communicate system deficiencies</p>	<p>Communicates clearly and concisely, including anticipatory guidance, in the medical record</p> <p>Avoids creating or propagating errors in the medical record through accurate use of documentation tools</p> <p>Uses appropriate channels to communicate system deficiencies</p>	<p>Provides feedback to improve others' written communication</p> <p>Provides feedback and constructive criticism regarding compliance with patient privacy and safety</p> <p>Offers clear and constructive suggestions to address system deficiencies</p>	<p>Facilitates dialogue regarding systems issues among larger community stakeholders (institution, health care system, field)</p> <p>Guides departmental or institutional communication around policies and procedures</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p style="text-align: right;">Not Yet Completed Level 1 <input type="checkbox"/></p>				