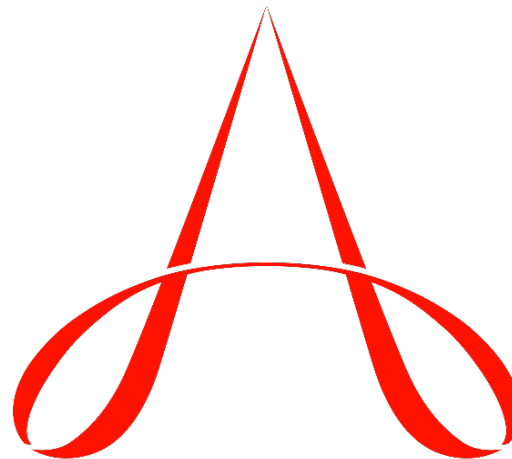




Physical Medicine and Rehabilitation Milestones

The Accreditation Council for Graduate Medical Education



A C G M E

Implementation Date: July 1, 2021
Second Revision: November 2020
First Revision: August 2013

Physical Medicine and Rehabilitation Milestones

The Milestones are designed only for use in evaluation of residents 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.

Physical Medicine and Rehabilitation Milestones Work Group

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American Board of Physical Medicine and Rehabilitation
American Osteopathic Board of Physical Medicine and Rehabilitation
Review Committee for Physical Medicine and Rehabilitation

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 v).

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. Furthermore, Milestones 2.0 include revisions and changes that preclude using Milestones as a sole assessment in high-stakes decisions (i.e., determination of eligibility for certification or credentialing). 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				
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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments: Not Yet Completed Level 1 <input type="checkbox"/>				

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: Psychiatric History, Appropriate for Age and Impairment				
Level 1	Level 2	Level 3	Level 4	Level 5
Acquires a history with a basic functional and psychosocial assessment	Acquires a comprehensive psychiatric history identifying all components of functioning including impairments, activities, participation, and contextual factors	Acquires a relevant history in a prioritized fashion, integrating components of functioning	Elicits key history, including subtleties, in a prioritized and efficient fashion across a spectrum of ages and impairments	Role models the effective gathering of subtle and salient history from patients across a spectrum of ages and impairments
<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 2: Physical Examination				
Level 1	Level 2	Level 3	Level 4	Level 5
Performs a general physical examination	Performs a psychiatric examination, including functional assessment	Performs a hypothesis-driven psychiatric examination, with identification of subtle or atypical findings	Efficiently performs a hypothesis-driven psychiatric examination that identifies subtle or atypical findings over a spectrum of ages and impairments	Role models a hypothesis-driven psychiatric examination that identifies subtle or atypical findings over a spectrum of ages and impairments
<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 3: Medical Management (e.g., Inpatient, Outpatient, Consultative Settings)				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies and manages general medical conditions and their complications	Identifies and manages complications related to complex medical, neurological, and musculoskeletal disorders	Develops and implements a comprehensive treatment plan that anticipates and addresses complications related to neurological and musculoskeletal disorders	Develops and implements a comprehensive treatment plan that anticipates, identifies, and addresses complications related to neurological and musculoskeletal disorders over a spectrum of ages and conditions	Role models the development and implementation of a comprehensive treatment plan including consideration of emerging treatments
<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"/> Not Yet Assessable <input type="checkbox"/> </div>				

Patient Care 4: Procedural Skills: Injections for Abnormalities of Tone or Movement (e.g., Chemodenervation, Neurolysis) Performed under Guidance (e.g., Anatomic, Electromyography, Electrical Stimulation, Ultrasound)				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies indications and contraindications for the procedure	Performs some components of the procedure, with supervision	Performs all components of the procedure, with supervision	Performs all components of the procedure across a spectrum of presentations	Role models the performance of the procedure across a spectrum of presentations
<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>				

Patient Care 5: Procedural Skills: Joint and Soft Tissue Injections (e.g., Intra-articular, Trigger Point, Bursal, Perineural, Tendon Sheath), Including Those Performed under Guidance (e.g., Ultrasound, Fluoroscopy)				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies indications for the procedure	Performs some components of the procedure, with supervision	Performs all components of the procedure, with supervision	Performs all components of the procedure across a spectrum of diagnoses	Role models the performance of all components of the procedure, across a spectrum of diagnoses
<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"/> Not Yet Assessable <input type="checkbox"/> </div>				

Patient Care 6: Procedural Skills: Electrodiagnostic Procedures (Planning, Performance, and Interpretation)				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies sites for nerve stimulation, recording, and electromyography needle insertion	Plans and performs some components of the electrodiagnostic procedure, with supervision	Plans and performs all components of the electrodiagnostic procedure, with supervision	Plans and performs all components of the electrodiagnostic procedure across a spectrum of diagnoses	Role models the planning and performance of all components of the electrodiagnostic procedures across a spectrum of diagnoses
Describes nerve physiology and instrumentation involved in nerve conduction studies and electromyography	Distinguishes normal from abnormal electrodiagnostic findings with guidance	Independently recognizes abnormal electrodiagnostic findings	Interprets electrodiagnostic data and modifies the study as it is being performed	
	Generates elements of an electrodiagnostic report, with assistance	Generates clear and concise electrodiagnostic reports that do not require substantive correction	Generates tailored electrodiagnostic reports meeting the needs of the referring provider	Makes treatment recommendations to referring provider based on electrodiagnostic findings
<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 7: Assistive Technologies (e.g., Prosthetics and Orthotics, Adaptive Equipment, Mobility Devices, Seating Systems, Communication Technologies)				
Level 1	Level 2	Level 3	Level 4	Level 5
Describes assistive technologies and their indications	Evaluates patient need for common assistive technologies based on impairments	Evaluates patient need for a full range of assistive technologies based on impairments, taking into account barriers, contraindications, comorbidities, and input from other professionals	Generates a detailed prescription, in consultation with other professionals, for a full range of assistive technologies including justification and advocacy where needed	Serves as a resource to other professionals for clinical problem solving and functional challenges related to assistive technology
<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 8: Rehabilitation Interventions				
Level 1	Level 2	Level 3	Level 4	Level 5
Describes common modalities and general rehabilitation therapies by discipline	Prescribes common modalities and general rehabilitation therapies by discipline based on impairments	Provides detailed therapy prescriptions for specific conditions with appropriate precautions	Integrates comprehensive knowledge of impairments, activity limitations, and participation restrictions to prescribe rehabilitation interventions	Demonstrates the ability to direct and implement rehabilitation interventions in challenging clinical conditions
<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 1: Foundational Principles of Psychiatric Practice (Anatomy, Pathophysiology, Kinesiology, Pharmacology)				
Level 1	Level 2	Level 3	Level 4	Level 5
Describes scientific knowledge for general medical conditions	Describes foundational knowledge relevant to psychiatric practice	Integrates foundational knowledge into psychiatric practice	Integrates foundational knowledge into psychiatric practice across a spectrum of ages, impairments, and clinical settings	Serves as a resource for others for new and emerging concepts relevant to foundational principles of psychiatric practice
<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: Clinical Reasoning				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies salient elements of a patient presentation to inform clinical reasoning	Develops a prioritized differential diagnosis for common presentations	Develops a prioritized differential diagnosis for complex presentations	Synthesizes information to reach high-probability diagnoses with continuous re-appraisal to minimize clinical reasoning errors	
Identifies diagnostic studies for common medical conditions	Identifies diagnostic studies for conditions commonly seen in psychiatric practice	Prioritizes the sequence and urgency of diagnostic testing	Considers diagnostic testing based on cost effectiveness and likelihood that results will influence clinical management	Role models identification of cost-effective diagnostic testing
Describes common causes of clinical reasoning error	Identifies types of clinical reasoning errors within patient care, with guidance	Demonstrates a structured approach to personally identify clinical reasoning errors	Anticipates and accounts for errors and biases	Coaches others to minimize clinical reasoning errors
<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				
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
<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: Quality Improvement				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates knowledge of basic quality improvement methodologies and metrics	Describes quality improvement initiatives	Participates in 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 3: 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 collaborating with members of the interprofessional teams	Role models effective coordination of patient-centered care among different professions and specialties	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	Role models and advocates for safe and effective transitions of care/hand-offs within and across health care delivery systems and settings	Improves quality of transitions of care within and across health care delivery systems to optimize patient outcomes
Demonstrates knowledge of population and community health needs and disparities	Identifies specific population and community health needs and inequities for their local population	Uses local resources effectively to meet the needs of a patient population and community while minimizing health care inequities	Participates in changing and adapting practice to provide for the needs of specific populations	Leads innovations and advocacy in partnership with populations and communities experiencing health care inequities
<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 4: Physician Role in Health Care Systems				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies key components of the complex health care system including the various venues for post-acute care	Describes how components of a complex health care system are inter-related, and how this impacts patient care	Discusses how individual practice affects the broader system (e.g., length of stay, readmission rates, clinical efficiency)	Navigates the various components of the complex health care system to provide efficient and effective patient care and transition of care	Advocates for or leads systems change that enhances high value, efficient and effective patient care, and transition of care
Describes basic health payment systems (e.g., government, private, public, uninsured care) and practice models	Delivers care with consideration of each patient's payment model (e.g., insurance type)	Engages with patients in shared decision making, informed by each patient's payment models	Advocates for patient care needs (e.g., community resources, patient assistance resources) with consideration of the limitations of each patient's payment model	Participates in health policy advocacy activities
Identifies basic knowledge domains for effective transition to practice (e.g., information technology, legal, billing and coding, financial, personnel)	Demonstrates use of information technology required for medical practice (e.g., electronic health record, documentation required for billing and coding)	Describes core administrative knowledge needed for transition to practice (e.g., contract negotiations, malpractice insurance, government regulation, compliance)	Analyzes individual practice patterns and professional requirements in preparation for independent practice	Educates others to prepare them for transition to practice
<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>				

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	Locates and applies the best available evidence, integrated with patient preference, to the care of straightforward patients	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 guidelines
<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>				

Practice-Based Learning and Improvement 2: Reflective Practice and Commitment to Professional Growth				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Accepts responsibility for professional development</p> <p>Identifies and/or acknowledges gaps between expectations and actual performance</p> <p>Actively seeks opportunities to improve</p>	<p>Demonstrates openness to verbal feedback and other performance data</p> <p>Analyzes and reflects on the factors which contribute to performance gaps</p> <p>Designs and implements a learning plan, with assistance</p>	<p>Seeks and incorporates verbal feedback and other performance data intermittently, with humility and adaptability</p> <p>Analyzes, reflects on, and institutes behavioral changes to narrow performance gaps</p> <p>Independently designs and implements a learning plan</p>	<p>Seeks and incorporates verbal feedback and other performance data consistently, with humility and adaptability</p> <p>Uses data to measure the effectiveness of the learning plan to address performance gaps and modifies it when necessary</p>	<p>Role models consistent incorporation of verbal feedback and other performance data</p> <p>Coaches others on reflective practice, including the design and implementation of learning plans</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: Ethical Practice				
Level 1	Level 2	Level 3	Level 4	Level 5
Approaches clinical care and educational duties with actions consistent with core ethical principles	Demonstrates consistent application of ethical principles in routine clinical practice, such as informed consent, surrogate decision making, advance directives, confidentiality, error reporting and disclosure, and stewardship of limited resources	Recognizes tensions between conflicting ethical principles in complex situations and seeks appropriate guidance to help resolve ethical dilemmas	Manages ethical dilemmas, using appropriate resources as needed to facilitate resolution (e.g., ethics consultations, literature review, risk management/legal consultation)	Serves as a resource for others to resolve complex ethical dilemmas
<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>				

Professionalism 2: Professional Behaviors				
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies professionalism lapses in self and others	Demonstrates professional behavior in routine situations	Anticipates situations that may trigger professionalism lapses	Demonstrates professional behavior across situations and settings	Coaches others when their behavior fails to meet professional expectations
Describes when and how to appropriately report lapses	Takes responsibility for own professionalism lapses when applicable and identifies contributing factors	Takes remedial action to address lapses when applicable	Proactively intervenes to prevent lapses	Addresses system issues to minimize potential for professionalism lapses
<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>				

Professionalism 3: Accountability				
Level 1	Level 2	Level 3	Level 4	Level 5
Responds promptly to requests or reminders to complete responsibilities	Performs tasks and responsibilities in a timely manner with appropriate attention to detail in routine situations	Performs tasks and responsibilities in a timely manner with appropriate attention to detail in complex or stressful situations	Proactively implements strategies to ensure that the needs of patients, teams, and systems are met in a timely manner	Coaches others to optimize timely task completion
<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>				

Professionalism 4: Patient Care Etiquette with Patients of All Abilities				
Level 1	Level 2	Level 3	Level 4	Level 5
Recognizes the need to respect the dignity of all patients regardless of impairments or disabilities	Demonstrates specific elements of verbal and physical communication that reflect respect for people with impairments or disabilities	Proactively maintains patient's comfort and dignity during history taking and physical examination for those with mild impairments or disabilities	Proactively maintains patient's comfort and dignity during history taking and physical examination for those with severe impairments or disabilities	Serves as a role model and as a resource for others by coaching them in behaviors and actions that optimize the comfort, dignity, and respect of people with impairments or disabilities
<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>				

Professionalism 5: Resident Well-Being 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 and demonstrates appropriate help seeking behaviors	With assistance, proposes, implements, and refines a plan to optimize personal and professional well-being	Independently develops, implements, and refines a plan to optimize personal and professional well-being	Coaches others and addresses system barriers and facilitators to optimize personal and professional well-being
<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. Rather, the intent is to ensure that each resident has the fundamental knowledge of factors that affect well-being, the mechanisms by which those factors affect 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>Minimizes common barriers to effective communication (e.g., language, disability)</p> <p>Accurately communicates own role within the health care system</p>	<p>Establishes a therapeutic relationship in straightforward encounters using active listening and clear language</p> <p>Minimizes complex barriers to effective communication (e.g., health literacy, cultural)</p> <p>Organizes and initiates communication with patient/family by clarifying expectations and verifying understanding of the clinical situation</p>	<p>Establishes a therapeutic relationship in challenging patient encounters</p> <p>When prompted, reflects on personal biases while attempting to minimize communication barriers</p> <p>With guidance, sensitively and compassionately delivers medical information, elicits patient/family values, goals and preferences, and acknowledges uncertainty and conflict</p>	<p>Easily establishes therapeutic relationships, with attention to patient/family concerns and context, regardless of complexity</p> <p>Overcomes personal biases while proactively minimizing communication barriers</p> <p>Independently, uses shared decision making to align patient/family values, goals, and preferences with treatment options to make a personalized care plan</p>	<p>Mentors others in developing positive therapeutic relationships</p> <p>Role models self-awareness practice while teaching a contextual approach to minimize communication barriers</p> <p>Role models shared decision making in patient/family communication including those with a high degree of uncertainty/conflict</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 2: Interprofessional and Team Communication				
Level 1	Level 2	Level 3	Level 4	Level 5
Uses respectful language that values all members of the health care team	<p>Communicates information effectively with all health care team members</p> <p>Solicits feedback on performance as a member of the health care team</p>	<p>Checks own understanding while listening to adapt communication style to fit team needs</p> <p>Communicates concerns and provides feedback to members of the health care team</p>	<p>Coordinates recommendations and communication from different members of the health care team to optimize patient care</p> <p>Communicates feedback and constructive criticism to superiors</p>	<p>Role models flexible communication strategies that value input from all health care team members, resolving conflict when needed</p> <p>Facilitates regular health care team-based feedback in complex situations</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 patient record while safeguarding patient personal health information</p> <p>Demonstrates basic knowledge of appropriate channels of communication within the institution (e.g., pager callback, timely response to emails)</p>	<p>Demonstrates organized and complete diagnostic and therapeutic reasoning through notes in the patient record, including appropriate modifications when using copy-and-paste function</p> <p>Communicates through appropriate channels as required by institutional policy (e.g. patient safety reports)</p>	<p>Communicates clearly, concisely, timely, and in an organized written form, including anticipatory recommendations</p> <p>Appropriately selects direct (e.g. telephone, in-person) and indirect (e.g. progress notes, text messages) forms of communication based on context</p>	<p>Provides feedback to improve others' written communication</p> <p>Achieves written or verbal communication that serves as an example for others to follow</p>	<p>Models feedback to improve others' written communication</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>				