

## **The Curricular Milestones (CMs)**

### **Based on Competency 4: Interpersonal & Communication Skills (ICS)**

#### *Effective Communication*

- ICS-A1: 12 months  
Provide timely and comprehensive verbal and written communication to patients/advocates
- ICS-A2: 12 months  
Effectively use verbal and nonverbal skills to create rapport with patients/families
- ICS-A3: 12 months  
Use communication skills to build a therapeutic relationship
- ICS-A4: 24 months  
Engage patients/advocates in shared decision making for uncomplicated diagnostic and therapeutic scenarios
- ICS-A5: 24 months  
Utilize patient centered educational strategies
- ICS-A6: 36 months  
Engage patient/advocates in shared decision-making for difficult, ambiguous or controversial scenarios
- ICS-A7: 36 months  
Appropriately counsel patients about the risks and benefits of tests and procedures highlighting cost awareness and resource allocation
- ICS-A8: 36 months  
Role model effective communication skills in challenging situations

#### *Cultural Sensitivity*

- ICS-B1: 6 months  
Effectively use an interpreter to engage patient in the clinical setting, including patient education
- ICS-B2: 12 months  
Demonstrate sensitivity to differences in patients including but not limited to race, culture, gender, sexual orientation, socioeconomic status, literacy, and religious beliefs
- ICS-B3: 30 months  
Actively seek to understand patient differences and views and reflects this in respectful communication and shared decision-making with the patient and the healthcare team

#### *Transitions of Care*

- ICS-C1: 12 months  
Effectively communicate with other caregivers in order to maintain appropriate continuity during transitions of care
- ICS-C2: 24 months  
Role model and teach effective communication with next caregivers during transitions of care

#### *Team Communication*

- ICS-D1: 6 months  
Deliver appropriate, succinct, hypothesis-driven oral presentations
- ICS-D2: 12 months  
Effectively communicate plan of care to all members of the health care team
- ICS-D3: 30 months  
Engage in collaborative communication with all members of the health care team

#### *Consultation*

ICS-E1: 6 months

Request consultative services in an effective manner

ICS-E2: 12 months

Clearly communicate the role of consultant to the patient, in support of the primary care relationship

ICS-E3: 36 months

Communicate consultative recommendations to the referring team in an effective manner

### *Record Keeping*

ICS-F1: 6 months

Provide legible, accurate, complete, and timely written communication that is congruent with medical standards

ICS-F2: 24 months

Ensure succinct, relevant and patient-specific written communication