

## **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