

# Marshall University Joan C. Edwards School of Medicine Core Competencies with Milestones

## Interpersonal and Communication Skills (IC)

Students must demonstrate interpersonal and communication skills that facilitate effective interactions with patients and their families and other health professionals, specifically:

Enabling Competency	Milestones students should achieve			
	Year 1	Year 2	Year 3	Year 4
<b>A.</b> Communicate effectively with patients, patients' families, colleagues, and other health care professionals.	<p>IC1A1. Describe the important components of effective doctor-patient communication.</p> <p>IC1A2. Discuss barriers to effective doctor-patient communication in the clinical setting.</p> <p>IC1A3. Use written and electronic communication skills effectively within the classroom setting.</p>	<p>IC2A1. Effectively illicit and present (of a standardized or actual patient) the findings of a full history and physical examination in oral and written formats.</p> <p>IC2A2. Demonstrate effective oral communication skills with patient in clinical setting. (Standardized patient)</p> <p>IC2A3. Understand how and when it is appropriate to access interpreter services to facilitate communication with patient and their families.</p>	<p>IC3A1. Demonstrate effective oral communication skills with patients and their families in the clinical care setting.</p> <p>IC3A2. Demonstrate effective oral communication skills with colleagues and other health professionals in clinical care settings.</p> <p>IC3A3. Effectively present the findings of a history and physical examination, diagnostic test results, and management plan.</p> <p>IC3A4. Describe how an electronic medical record can be used to facilitate communication between health care professionals and patients.</p> <p>IC3A5. Assess the health literacy of at least one patient and discuss how healthy literacy impacts the care of this patient.</p>	<p>IC4A1. Use literacy-level appropriate language to overcome health literacy barriers in clinical care setting.</p> <p>IC4A2. Use written and electronic communication skills effectively within the clinical care setting.</p> <p>IC4A3. Effectively present the findings of a focused history and physical</p>

<p><b>B. Demonstrate collaborative teamwork skills and the ability to work effectively with other members of the health care team.</b></p>	<p>IC1B1. Work collaboratively with peers in team setting to solve basic science problems.</p> <p>IC1B2. List the major elements of highly performing teams and how these concepts can be applied to patient care.</p>	<p>IC2B1. Work collaboratively as a member of a team to solve clinical problems.</p>	<p>IC3B1. Apply team work skills in collaboration with other members of the health care team to provide appropriate health care to patients.</p>	<p>IC4B1. Demonstrate teamwork skills and initiative, working collaboratively with all members of the health care team in challenging clinical environments (e.g. ICU, ER).</p>