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| **Interpersonal and Communication Skills 1: Communication with patients and families; informed consent, conflict management and disclosure of errors** | | | | | | | | | | | | | |
| Level 1 | | Level 2 | | | Level 3 | | | Level 4 | | | | Level 5 | |
| Discusses medical plans and responds to questions from patients and their families. Recognizes situations where communication of information requires the assistance of another individual and asks for help.  Demonstrates empathy.  Recognizes patient and family conflicts and seeks assistance appropriately.  Understands the importance of disclosing medical errors or complications to patients and/or families. | | Obtains informed consent for routine anesthetic care; discusses likely risks, benefits, and alternatives using language appropriate to the patient’s and family’s level of understanding.  Responds appropriately to patient’s or surrogate’s questions.  Uses appropriate resources (e.g., translator) to optimize communication. | | | Effectively explains Neuroanesthesia care to patients and their families, and obtains informed consent with indirect supervision.  Addresses when appropriate: - need for awake intubation  - need for awake surgery  - post-op intubation risk - post-op pain and how it will be managed - risk of visual loss - special monitoring considerations.  Manages patient and family conflicts in complex situations with direct supervision. | | | Effectively explains Neuroanesthesia care to patients and their families, and obtains informed consent with conditional independence.  With conditional independence, manages patient and family conflicts in complex situations. | | | | Consistently ensures that informed consent is comprehensive and addresses patient and family needs.  Independently manages patient and family conflicts in all situations.  Independently, or with other members of the health care team, discloses medical errors or medical complications to patients and/or families. | |
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| Are you concerned about this resident’s communication skills?  Comments: | | | | | | | | | | Unable to determine milestone performance level **☐** | | | |

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| **Interpersonal and Communications Skills 2: Communication with other professionals** | | | | | | | | | | | | | |
| Level 1 | | Level 2 | | | Level 3 | | | Level 4 | | | | Level 5 | |
| Communicates patient status to supervisors and other providers effectively, including during hand-offs and transitions of patient care.  Provides accurate, complete, and timely documentation.  Identifies interpersonal conflicts and ineffective communication with other members of the health care team, and participates in their resolution as appropriate to level of education. | | Effectively communicates *relevant* patient issues during transitions or transfers of care.  Calls attending the day before surgery and presents the case succinctly.  Documents medical decision making clearly, addressing key issues relevant to the care of the patient. | | | Discusses perioperative management concerns (equipment, monitoring, positioning, brain condition, BP target, etc.) with surgeon, nursing and technical staff.  Adapts communication to the unique circumstances, such as crisis management and coordination of help from non-anesthesiology personnel in remote locations (e.g., interventional radiology).  Identifies and discloses medical errors or complications to the healthcare team. | | | Communicates effectively in crises and contentious situations.  Participates in conflict resolution with conditional independence using institutional resources as needed. | | | | Mentors other members of the health care team to improve communication skills.  Effectively manages conflict in all situations. | |
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| Are you concerned about this resident’s communication skills?  Comments: | | | | | | | | | Unable to determine milestone performance level **☐** | | | | |