



Interpersonal & Communication Skills Curriculum

NGMC- Family Medicine Residency Program

Gainesville, Ga

PGY: 1-3

Description of Rotation:

The Interpersonal and Communication curriculum is a longitudinal experience during the PGY 1-3 years. Training will take place in the Family Medicine practice setting, community based behavioral health service providers, simulation/role play and didactics with direct supervision by Behavioral Health Specialist. Supplemental longitudinal learning in the FMP supervised by Family Physician Faculty is also expected.

Overall Goals of the Interpersonal and Communication Rotation:

Effective communication and interpersonal skills are necessary to establish a collaborative relationship with patients, their families and multidisciplinary teams. Residents will begin with the development of basic interviewing skills and gain understanding of effective communication practice that will include verbal and nonverbal communication commonly used in the practice of family medicine. As the resident becomes proficient in attending and responding skills he/she will develop mastery in integrating empathy into patient centered communication as well as motivational Interviewing skills to enhance the physician-patient relationship and outcomes.

Patient Care Objectives and Competencies

PC-1: Cares for Acutely ill or injured patients in urgent and emergent situations in all settings.

PC-2: Cares for patients with chronic conditions.

PC-3: Partners with the patient, family, and community to improve health through disease prevention and health promotion.

PC-4: Partners with the patient to address issues of ongoing signs, symptoms, or health concerns that remain over time without clear diagnosis despite evaluation and treatment, in a patient-centered, cost-effective manner.

Objectives:

- Demonstrate the ability to effectively interview patients to gather biological, psychological and social information and formulate diagnosis and communicate the therapeutic plan with patient and multidisciplinary team. (PC-1, PC-3/level-2)
- Collect clinical information using active listening and responding while recognizing the impact that chronic health conditions has on patients and their families (PC-2/level-2)
- Visit community health agencies to learn about patient hand offs, collaborative care, conducting of assessments, allocation of health resources, treatment levels and clinical criteria (PC-1, PC-2, PC-3/level-2)
- Demonstrates empathy and evidence-based care related to undifferentiated health concerns while utilizing appropriate consultations and diagnostic testing (PC-4/level-2)

Medical Knowledge Objectives and Competencies

MK-1: Demonstrates medical knowledge of sufficient breadth and depth to practice family medicine.

MK-2: Applies critical thinking skills in patient care.

Objectives:

- Effectively acquire, practice and apply medical interviewing skills and presenting patient information in a concise manner. (MK-1/level-2)
- Demonstrate the ability to recognize the patient's stage of change and apply the appropriate motivational interviewing skills to elicit patient adherence to treatment. (MK-1, MK-2/level-2)



- Demonstrate the use of open ended questioning, active listening, rephrasing and ensuring understanding (MK-1, MK-2/level-2)
- Develop and master skills of patient centered communication for exchanges commonly experienced in Family Medicine (MK-1, MK-2/level-2):
 - Medical Interviewing
 - Introduce and build rapport
 - Elicit the patient’s agenda and negotiate the agenda
 - Discussion with use of open ended questions and motivational interviewing
 - Ask direct, focused and clarifying questions while attending to verbal and nonverbal responses
 - Verbal and nonverbal communication
 - Appropriate demonstration of verbal understanding, legitimation, exploration, understanding and rephrasing; Appropriate nonverbal use of attention, openness, interest, active listening and focus
 - Elicitation of the patient’s perspective through recognition of feelings, ideas, concerns, impact, and expectations
 - Expressing Empathy
 - Demonstration of respect, compassion and support
 - Ensuring privacy, inviting questions, sharing knowledge and responding to emotions

Topics to cover in rotation:

MK Topic	On-Line Resource
Motivational Interviewing: Evoking Commitment to Change	https://youtu.be/dm-rJJPCuTE
The Ineffective Physician: Non-Motivational Approach	https://youtu.be/80XyNE89eCs
The effective Physician: Motivational Interviewing Demonstration	https://youtu.be/URiKA7CKtfc
Empathy: The Human Connection to patient care	https://youtu.be/cDDWvj_q-o8
Patient-Centered Communication: Basic Skills	https://www.aafp.org/afp/2017/0101/p29.html
“Stages of Change” approach to helping patients	https://www.aafp.org/afp/2000/0301/p1409.html
The motivational interview: in practice	https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2231547/

Interpersonal and Communication Skills Objectives and Competencies

C-1: Develop meaningful, therapeutic relationships with patients and families.

C-2: Communicates effectively with patients, families, and the public.

C-3: Develops relationships and effectively communicates with physicians, other health professionals, and health care teams.

C-4: Utilizes technology to optimize communication

Objectives:

- Communicates in verbal and non-verbal ways which convey respect, empathy, and cultural sensitivity to all persons (C-



- 1, C-2/level-2)
- Recognizes physical, cultural, psychological and social barriers to communication (C-2/level-2)
 - Communicates in ways that build up interdisciplinary team and interagency collaboration and clear handoffs/consultation (C-3/level-2)
 - Recognizes ethical and legal implications of using technology to document and communicate (C-3, C-4/level-2-3)
 - Proficiency in Motivational Interviewing and Robert Carkhuff's Helping Model (C-1, C-2/level 3)
 - Perform appraisals of conversations to confirm accurate transfer of information (C-2, C-3, C-4/level 3)

Practice Based Learning and Improvement Objectives and Competencies:

PBLI-1: Locates, appraises, and simulates evidence from scientific studies related to the patients' health problems

PBLI-2: Demonstrates self-directed learning

PGLI-3: Improves systems in which the physician provides care

Objectives:

- Critically evaluates information from scholarly literature about patient centered communication and treatment (PBLI-1, PBLI-2/level-2)
- Ability to discuss content of recommended readings with faculty and demonstrate application of readings in the family medicine practice and community agencies (PBLI-2/level2)
- Recognizes inefficiencies, variation and quality gaps in communication while systematically applying methods for improvement (PBLI-3/level-3)

Professionalism Objectives and Competencies:

PROF-1: Completes a process of professionalization

PROF-2: Demonstrates professional conduct and accountability

PROF-3: Demonstrates humanism and cultural proficiency

PROF-4: Maintains emotional, physical, and mental health; and pursues continual personal and professional growth

Objectives:

- Through Didactics and Balint groups, the Resident-Physician will explore his/her beliefs, attitudes, values toward patients and families (PROF-1/level2)
- Attends to responsibilities and completes duties in a timely manner while asking for assistance when needed (PROF-1, PROF-2/level-2)
- Recognizes, communicates and responds appropriately to signs of stress or impairment in self and team members (PROF-4/level-2)
- Consistently displays an attitude and manner that conveys acceptance of diverse individuals and groups (PROF-2, PROF-3/level-2)
- Monitor personal and professional progress in the areas of wellness including: mental, physical and social health (PROF-4/level-2)
- Actively seeks and provides constructive feedback (PROF- 2, PROF-4/level-3)

Systems Based Practice Objectives and Competencies

SBP-1: Provides cost-conscious medical care

SBP-2: Emphasizes patient safety

SBP-3: Advocates for individual and community health

SBP-4: Coordinates team-based care

Objectives:

- Communicates ideas and recommendations through the structured communication model of: Situation, Background,



Assessment, Request/Recommendation (SBAR) (SBP-1-4/level-3)

- Gain understanding of health care resources and costs impact on patients, families and the health care system (SBP-1/level-2)
- Learn about screenings and procedures for issues such as documentation, abuse, medical errors and promotion of patient safety (SBP-2/level-2)
- Demonstrate the ability to analyze resources within the community and the potential impact Family Physicians can positive impact community health (SBP-3, SBP-4/level-2)