Obstetrics and Gynecology Milestones

ACGME International, Inc. (ACGME-I)



Second Revision: March 2023 First Revision: May 2017

Obstetrics and Gynecology Milestones

The Milestones are designed only for use in evaluation of residents and fellows in the context of their participation in ACGME-I-accredited residency and fellowship programs. The Milestones provide a framework for the assessment of the development of the resident or fellow in key dimensions of the elements of physician competence in a specialty or subspecialty. They neither represent the entirety of the dimensions of the six domains of physician competence, nor are they designed to be relevant in any other context.

Understanding Milestone Levels and Reporting

This document presents the Milestones, which programs use in a semi-annual review of resident or fellow performance, and then report to the ACGME-I. Milestones are knowledge, skills, attitudes, and other attributes for each of the ACGME-I Competencies organized in a developmental framework. The narrative descriptions are targets for resident/fellow performance throughout the educational program.

Milestones are arranged into levels. Tracking from Level 1 to Level 5 is synonymous with moving from novice to expert resident or fellow in the specialty or subspecialty. For each reporting period, the Clinical Competency Committee will review the completed evaluations to select the milestone levels that best describe each learner's current performance, abilities, and attributes for each subcompetency.

These levels *do not* correspond with post-graduate year of education. Depending on previous experience, more junior residents/fellows may achieve higher levels early in their educational program just as more senior residents/fellows may be at a lower level later in their educational program. There is no predetermined timing for a resident or fellow to attain any particular level. Residents and fellows may also regress in achievement of their milestones. This may happen for many reasons, such as over-scoring in a previous review, a disjointed experience in a particular procedure, or a significant act by the resident/fellow.

Selection of a level implies the resident/fellow substantially demonstrates the milestones in that level, as well as those in lower levels (see the diagram on page v).

Additional Notes

Level 4 is designed as a graduation *goal* but *does not* represent a graduation *requirement*. Making decisions about readiness for graduation and unsupervised practice is the purview of the program director. Furthermore, Milestones 2.0 include revisions and changes that preclude using the Milestones as a sole assessment in high-stakes decisions. Level 5 is designed to represent an expert resident or fellow whose achievements in a subcompetency are greater than the expectation. Milestones are primarily designed for formative, developmental purposes to support continuous quality improvement for individual learners, education programs, and the specialty. ACGME-I and its partners will continue to evaluate and perform research on the Milestones to assess their impact and value.

Examples are provided for some milestones within this document. Note: The examples are not the required element or outcome; they are provided as a way to share the intent of the element.

Some milestone descriptions include statements about performing independently. These activities must occur in conformance with ACGME-I supervision guidelines as described in the applicable Program Requirements, as well as with institutional and program policies. For example, a resident who performs a procedure independently must, at a minimum, be supervised through oversight.

A Supplemental Guide is also available to provide more context regarding the intent of each subcompetency, as well as examples for each level, assessment methods or tools, and other resources. The Supplemental Guide, like examples contained within the Milestones, is designed only to assist the program director and Clinical Competency Committee; it is not meant to demonstrate any required element or outcome.

The diagram below presents an example set of milestones for one subcompetency in the same format as the ACGME-I Report Worksheet. For each reporting period, a resident's/fellow's performance on the milestones within each subcompetency will be indicated by selecting the Milestones Level that best describes that individual's performance in relation to those milestones.

Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates knowledge of common patient safety events	Identifies system factors that lead to patient safety events	Participates in analysis of patient safety events (simulated or actual)	Conducts analysis of patient safety events and offers error prevention strategies (simulated or actual)	Actively engages teams and processes to modify systems to prevent patien safety events
Demonstrates knowledge of how to report patient safety events	Reports patient safety events through institutional reporting systems (simulated or actual)	Participates in disclosure of patient safety events to patients and their families (simulated or actual)	Discloses patient safety events to patients and their families (simulated or actual)	Role models or mentors others in the disclosure of patient safety events
Demonstrates knowledge of basic quality improvement methodologies and metrics	Describes local quality improvement initiatives (e.g., community vaccination rate, infection rate, smoking cessation)	Participates in local quality improvement initiatives	Demonstrates the skills required to identify, develop, implement, and analyze a quality improvement project	Creates, implements, and assesses quality improvement initiatives at the institutional or community level
Comments:			Not Yet C	Completed Level 1
middle of a leve	nat level and in lower	Selecting a response between levels indica in lower levels have b demonstrated as well	tes that milestones een substantially	

Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates basic knowledge of normal obstetrical care and common medical complications seen in pregnancy	Provides complete antepartum care for women with uncomplicated pregnancies Recognizes basic risk factors, symptoms, and signs of common medical and obstetrical complications	Provides complete antepartum care for women with complicated pregnancies Manages common medical and obstetrical complications	Effectively supervises and educates lower-level residents in antepartum care Recognizes atypical presentations of medical and obstetrical complications; identifies indications for referral and/or transfer of care for patients with medical and obstetrical complications	Manages patients with complex and atypical medical and obstetrical complications and implements treatment plans based on emerging evidence

Patient Care 2: First-Trimester Bleeding					
Level 1	Level 2	Level 3	Level 4	Level 5	
Formulates a differential diagnosis for patients with first-trimester bleeding	Counsels patients regarding natural history, and diagnostic and treatment options	Uses non-surgical and surgical methods to manage patients with first-trimester bleeding	Manages patients with complications of first-trimester bleeding	Implements treatment plans for complex or atypical first-trimester bleeding	
Comments:			Not Yet C Not Yet A	ompleted Level 1	

Patient Care 3: Care of Patients in the Intrapartum Period					
Level 1	Level 2	Level 3	Level 4	Level 5	
Demonstrates basic knowledge of routine/uncomplicated intrapartum obstetrical care, including conduct of normal labor	Manages normal labor	Effectively supervises and educates lower-level residents in intrapartum care for women with uncomplicated pregnancies	Provides care for women with complex intrapartum complications and conditions	Applies innovative approaches to complex and atypical intrapartum conditions and implements treatment plans based on emerging evidence	
Performs basic obstetric skills (e.g., identification of fetal lie, interpretation of fetal heart rate monitoring, and tocodynamometry)	Recognizes common intrapartum complications	Manages common labor and intrapartum complications	Identifies indications for referral and/or transfer of care for patients with intrapartum complications		
Comments: Not Yet Completed Level 1 Not Yet Assessable					

Patient Care 4: Care of Patients in the Postpartum and Interconception Period					
Level 1	Level 2	Level 3	Level 4	Level 5	
Provides postpartum and interconception care for women with uncomplicated pregnancies	Recognizes basic risk factors, symptoms, and signs of common postpartum and interconception complications	Manages common postpartum complications and counsels patients about associated risk in future pregnancies	Manages patients with complex postpartum complications and identifies indications for referral and/or transfer of care in the postpartum or interconception period	Applies innovative approaches to complex and atypical postpartum and interconception conditions and implements treatment plans based on emerging evidence	
Comments: Not Yet Completed Level 1 Not Yet Assessable					

Patient Care 5: Obstetric Technical Skills					
Level 1	Level 2	Level 3	Level 4	Level 5	
Demonstrates basic surgical principles, including use of universal precautions and aseptic technique	Demonstrates basic obstetric skills	Performs advanced obstetric procedures	Performs complex obstetric procedures	Applies innovative and complex approaches to obstetric care and implements treatment plans based on emerging evidence	
Comments:				Completed Level 1	

Patient Care 6: Critically III Obstetric Patients and Obstetric Emergencies				
Level 1	Level 2	Level 3	Level 4	Level 5
Recognizes risk factors that can lead to critical illness in an obstetric patient	Formulates an initial differential diagnosis, recognizes initial signs/symptoms of a critically ill patient (e.g., vital signs, lab abnormalities) and asks for assistance in a timely fashion	Manages and initiates treatment for a critically ill obstetric patient, including recognizing when transfer to the intensive care unit (ICU) or another service is most appropriate	Collaborates with other health care teams to facilitate care for critically ill obstetric patients	Debriefs with the members of the health care team, the patient, and the family members of a critically ill obstetric patients
Recognizes risk factors for obstetric emergencies	Recognizes obstetric emergencies and asks for assistance in a timely fashion	Manages and treats obstetric emergencies	Leads the multidisciplinary health care team in caring for patients with obstetric emergencies	Debriefs with the members of the health care team, the patient, and the patient's family members after an obstetric emergency
Comments: Not Yet Completed Level 1 Not Yet Assessable				

Patient Care 7: Peri-Procedural Care					
Level 1	Level 2	Level 3	Level 4	Level 5	
Identifies alterations in normal physiology and anatomy	Accurately and reliably gathers and reports clinical information pertaining to common peri-procedural risks and complications	Independently identifies and manages common peri-procedural risks and complications	Independently identifies and manages complex peri-procedural risks and complications	Implements measures to prevent or mitigate complications, applying effective interdisciplinary team management skills to manage multiple scenarios simultaneously	
Comments: Not Yet Completed Level 1 Not Yet Assessable					

Patient Care 8: Endoscopic Procedures (Hysteroscopy and Cystoscopy)					
Level 1	Level 2	Level 3	Level 4	Level 5	
Prepares patient and equipment for endoscopic procedures (e.g., lithotomy positioning, assemble endoscope)	Performs diagnostic hysteroscopy and cystoscopy	Independently performs simple operative hysteroscopic procedures	Independently performs complex operative hysteroscopic procedures	Independently performs complex hysteroscopic procedures in altered anatomy	
Comments:				Completed Level 1 Assessable	

Patient Care 9: Laparoscopic Procedures					
Level 1	Level 2	Level 3	Level 4	Level 5	
Demonstrates basic skills (e.g., positioning, draping, docking, undocking)	Assists during laparoscopic procedures (e.g., port placement, bedside assistant)	Independently performs simple laparoscopic procedures	Independently performs advanced laparoscopic procedures	Independently performs uncommon complex laparoscopic procedures	
Comments:				ompleted Level 1	

Patient Care 10: Vulvar-Vaginal Procedures					
Level 1	Level 2	Level 3	Level 4	Level 5	
Demonstrates basic skills (e.g., positioning, knot tying, suturing)	Performs simple vulvar- vaginal procedures	Performs pelvic entry for vaginal procedures and simple procedures for incontinence and prolapse	Independently performs vaginal hysterectomy and complex vulvarvaginal procedures	Independently performs uncommon complex vulvar-vaginal procedures	
Comments: Not Yet Completed Level 1 Not Yet Assessable					

Patient Care 11: Open Surgical Procedures (Excludes Cesarean Section)					
Level 1	Level 2	Level 3	Level 4	Level 5	
Demonstrates basic skills (e.g., positioning, knot tying, suturing)	Opens and closes abdominal incisions	Independently performs simple open surgical procedures	Independently performs complex open surgical procedures	Independently performs uncommon complex open surgical procedures	
Comments: Not Yet Completed Level 1 Not Yet Assessable					

Patient Care 12: Family F	Planning			
Level 1	Level 2	Level 3	Level 4	Level 5
find reputable, evidence- based information on contraception choices effectiveness, risks, benefits, and contraindications of available forms of family planning comprehensive contraception management plans for patients and manages common side effects		Implements comprehensive management plans for patients with medical conditions complicating their use of contraceptive methods	Applies innovative and complex approaches to medical contraception and pregnancy termination, and implements treatment	
	Performs medical uterine evacuation	Performs routine surgical uterine evacuation and manages complications	Performs surgical uterine evacuation on patients with complex comorbidities and manages complications	plans based on emerging evidence
Comments:				ompleted Level 1

Patient Care 13: Ambula	tory Gynecology and Office	e-Based Procedures		
Level 1	Level 2	Level 3	Level 4	Level 5
Takes a focused patient history for common ambulatory gynecologic problems	Performs the initial assessment, formulates a differential diagnosis, and initiates treatment, including performance of basic procedures for common ambulatory gynecologic problems	Formulates management plans and initiates treatment, including relevant procedures for complex ambulatory gynecologic problems	Effectively cares for patients with complex presentations and uses a multidisciplinary approach when caring for patients with complex problems	Applies innovative approaches to complex and atypical ambulatory gynecology and implements treatment plans based on emerging evidence
Comments:				completed Level 1 ssessable

Patient Care 14: Consultations				
Level 1	Level 2	Level 3	Level 4	Level 5
Performs consultation, with guidance	Triages consult requests	Manages consultations (including coordination of care) requiring intervention, including procedural options	Supervises lower-level residents in managing consultations (including coordination of care) requiring intervention, including procedural options	Oversees the consultation process and manages interdisciplinary systems issues affecting patient care
Comments:			Not Yet C Not Yet A	ompleted Level 1 ssessable

Medical Knowledge 1: Ana	atomy and Pathophysiology	of Female Reproduction		
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies normal anatomy relevant to physical examination, imaging, and surgery Demonstrates knowledge of physiology of reproduction	Identifies pathologic anatomic variants as applied to physical examination and imaging Demonstrates basic knowledge of pathophysiology and clinical findings for common diseases of the reproductive system	Identifies common pathologic anatomic variants during surgery Demonstrates advanced knowledge of pathophysiology and clinical findings for common diseases of the reproductive system	Identifies complex pathologic anatomic variants during surgery Demonstrates comprehensive knowledge of the varying patterns of disease presentation, natural history, and patient outcomes	Contributes to peer- reviewed literature on the varying patterns of disease presentation, and natural history
Comments:	Comments: Not Yet Completed Level 1 Not Yet Assessable			

Medical Knowledge 2: Dif	ferential Diagnosis			
Level 1	Level 2	Level 3	Level 4	Level 5
Generates a basic differential diagnosis based on patient symptoms and history	Generates a comprehensive differential diagnosis based on patient symptoms and history and interpretation of results of common diagnostic tests	Generates a prioritized differential diagnosis and selects additional testing for confirmation	Independently and efficiently synthesizes information to develop prioritized differential diagnoses in complex patient presentations and incorporates subtle, unusual, or conflicting findings	Coaches peers to develop prioritized differential diagnoses in atypical patient presentations
Comments:			Not Yet Comple Not Yet Assessa	

Systems-Based Practice	e 1: Patient Safety and Qual	ity Improvement			
Level 1	Level 2	Level 3	Level 4	Level 5	
Demonstrates knowledge of common patient safety events	Identifies system factors that lead to patient safety events	Participates in analysis of patient safety events (simulated or actual)	Conducts analysis of patient safety events and offers error prevention strategies (simulated or actual)	Actively engages teams and processes to modify systems to prevent patient safety events	
Demonstrates knowledge of how to report patient safety events	Reports patient safety events through institutional reporting systems (simulated or actual)	Participates in disclosure of patient safety events to patients and their families (simulated or actual)	Discloses patient safety events to patients and their families (simulated or actual)	Role models or mentors others in the disclosure of patient safety events	
Demonstrates knowledge of basic quality improvement methodologies and metrics	Describes local quality improvement initiatives (e.g., community vaccination rate, infection rate, smoking cessation)	Participates in local quality improvement initiatives	Demonstrates the skills required to identify, develop, implement, and analyze a quality improvement project	Creates, implements, and assesses quality improvement initiatives at the institutional or community level	
Comments:			Not Yet C	completed Level 1	

Systems-Based Practice 2: System Navigation for Patient-Centered Care					
Level 1	Level 2	Level 3	Level 4	Level 5	
Demonstrates knowledge of care coordination	Coordinates care of patients in routine clinical situations, effectively utilizing the roles of the interprofessional teams	Coordinates care of patients in complex clinical situations, effectively utilizing the roles of the interprofessional teams	Role models effective coordination of patient- centered care among different disciplines and specialties	Analyzes the process of care coordination and leads in the design and implementation of improvements	
Identifies key elements for safe and effective transitions of care and hand-offs	Performs safe and effective transitions of care/hand-offs in routine clinical situations	Performs safe and effective transitions of care/hand-offs in complex clinical situations	Role models and advocates for safe and effective transitions of care/hand-offs within and across health care delivery systems, including outpatient settings	Improves quality of transitions of care within and across health care delivery systems to optimize patient outcomes	
Comments:			Not Yet C	ompleted Level 1	

Systems-Based Practice	3: Physician Role in Health	n Care Systems		
Level 1	Level 2	Level 3	Level 4	Level 5
Identifies key components of the complex health care system (e.g., hospital, skilled nursing facility, finance, personnel, technology)	Describes how components of a complex health care system are interrelated, and how this impacts patient care	Discusses how individual practice affects the broader system (e.g., length of stay, readmission rates, clinical efficiency)	Manages various components of the complex health care system to provide efficient and effective patient care and transition of care	Advocates for or leads systems change that enhances high value, efficient, and effective patient care and transition of care
Describes the principles of cost-effective care	Delivers care with consideration of each patient's payment model	Engages with patients in shared decision making, informed by cost-effective care principles	Advocates for patient care needs (e.g., community resources, patient assistance resources) regardless of ability to pay	Participates in health policy advocacy activities
Comments:	Comments: Not Yet Completed Level 1			

Systems-Based Practice	4: Community and Popula	tion Health		
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates knowledge of community and population health needs and inequities	Identifies specific population and community health needs and inequities for the local population, taking into account social and structural determinants of health	Uses local resources effectively to meet the needs of a patient population and community	Participates in changing and adapting practice to provide for the needs of specific populations	Leads innovations and advocates for populations and communities with health care inequities
Comments:	Comments: Not Yet Completed Level 1			

Practice-Based Learning	and Improvement 1: Evide	ence-Based and Informed P	ractice	
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates how to access and use available evidence, and incorporate patient preferences and values in order to take care of a routine patient	Articulates clinical questions and elicits patient preferences and values in order to guide evidence-based care	Locates and applies the best available evidence, integrated with patient preference, to the care of complex patients	Critically appraises and applies evidence, even in the face of uncertainty and conflicting evidence, to guide care tailored to the individual patient	Coaches others to critically appraise and apply evidence for complex patients, and/or participates in the development of guidelines
Comments: Not Yet Completed Level 1				

Level 1	Level 2	Level 3	Level 4	Level 5
Accepts responsibility for personal and professional development by establishing goals	Demonstrates openness to performance data (feedback and other input) in order to inform goals	Seeks performance data episodically, with adaptability and humility	Intentionally seeks performance data consistently, with adaptability and humility	Role models consistently seeking performance data with adaptability and humility
Identifies the factors which contribute to gap(s) between expectations and actual performance	Analyzes and reflects on the factors which contribute to gap(s) between expectations and actual performance	Analyzes, reflects on, and institutes behavioral change(s) to narrow the gap(s) between expectations and actual performance	Challenges assumptions and considers alternatives in narrowing the gap(s) between expectations and actual performance	Coaches others on reflective practice
Actively seeks opportunities to improve	Designs and implements a learning plan, with prompting	Independently creates and implements a learning plan	Uses performance data to measure the effectiveness of the learning plan and, when necessary, improves it	Facilitates the design and implementation of learning plans for others

Level 1	Level 2	Level 3	Level 4	Level 5
Identifies and describes potential triggers for professionalism lapses	Demonstrates insight into professional behavior in routine situations	Demonstrates professional behavior in complex or stressful situations	Recognizes situations that may trigger professionalism lapses and intervenes to prevent lapses in self and others	Coaches others when their behavior fails to meet professional expectations
Describes when and how to appropriately report professionalism lapses, including strategies for addressing common barriers	Takes responsibility for own professionalism lapses	Recognizes need to seek help in managing and resolving complex ethical situations	Recognizes and utilizes appropriate resources for managing and resolving ethical dilemmas as needed (e.g., ethics consultations, literature	Identifies and seeks to address system-level factors that induce or exacerbate ethical problems or impede their
Demonstrates knowledge of the ethical principles underlying informed consent, surrogate decision making, advance directives, confidentiality, error disclosure, stewardship of limited resources, and related topics	Analyzes straightforward situations using ethical principles	Analyzes complex situations using ethical principles	review, risk management/legal consultation)	resolution

Professionalism 2: Accountability/Conscientiousness				
Level 1	Level 2	Level 3	Level 4	Level 5
Takes responsibility for failure to complete tasks and responsibilities, identifies potential contributing factors, and describes strategies for ensuring timely task completion in the future	Performs tasks and responsibilities in a timely manner with appropriate attention to detail in routine situations	Performs tasks and responsibilities in a timely manner with appropriate attention to detail in complex or stressful situations	Recognizes situations that may impact others' ability to complete tasks and responsibilities in a timely manner	Takes ownership of system outcomes
Responds promptly to requests or reminders to complete tasks and responsibilities	Recognizes situations that may impact own ability to complete tasks and responsibilities in a timely manner	Proactively implements strategies to ensure that the needs of patients, teams, and systems are met		
Comments: Not Yet Completed Level 1				

Professionalism 3: Self-Awareness and Help-Seeking				
Level 1	Level 2	Level 3	Level 4	Level 5
Recognizes status of personal and professional well-being, with assistance	Independently recognizes status of personal and professional well-being	With assistance, proposes a plan to optimize personal and professional well-being	Independently develops a plan to optimize personal and professional well-being	Coaches others when emotional responses or limitations in knowledge/ skills do not meet professional expectations
Recognizes limits in the knowledge/skills of self or team, with assistance	Independently recognizes limits in the knowledge/ skills of self or team and demonstrates appropriate help-seeking behaviors	With assistance, proposes a plan to remediate or improve limits in the knowledge/skills of self or team	Independently develops a plan to remediate or improve limits in the knowledge/skills of self or team	
Comments:			Not Yet C	ompleted Level 1

Interpersonal and Communication Skills 1: Patient and Family-Centered Communication				
Level 1	Level 2	Level 3	Level 4	Level 5
Uses language and nonverbal behavior to demonstrate respect and establish rapport	Establishes a therapeutic relationship in straightforward encounters using active listening and clear language	Establishes a therapeutic relationship in challenging patient encounters	Easily establishes therapeutic relationships, with attention to patient/ family concerns and context, regardless of complexity	Mentors others in situational awareness and critical self-reflection to consistently develop positive therapeutic relationships
Identifies common barriers to effective communication (e.g., language, disability) while accurately communicating own role within the health care system	Identifies complex barriers to effective communication (e.g., health literacy, cultural)	When prompted, reflects on personal biases while attempting to minimize communication barriers	Independently recognizes personal biases while attempting to proactively minimize communication barriers	Role models self- awareness while identifying a contextual approach to minimize communication barriers
Identifies the need to adjust communication strategies based on assessment of patient/ family expectations and understanding of their health status and treatment options	Organizes and initiates communication with patient/family by introducing stakeholders, setting the agenda, clarifying expectations, and verifying understanding of the clinical situation	With guidance, sensitively and compassionately delivers medical information, elicits patient/family values, goals, and preferences, and acknowledges uncertainty and conflict	Independently, uses shared decision making to align patient/family values, goals, and preferences with treatment options to make a personalized care plan	Role models shared decision making in patient/family communication, including those with a high degree of uncertainty/conflict
Comments: Not Yet Completed Level 1				

Interpersonal and Communication Skills 2: Interprofessional and Team Communication				
Level 1	Level 2	Level 3	Level 4	Level 5
Respectfully requests a consultation	Clearly and concisely requests a consultation	Checks own understanding of consultant recommendations	Coordinates recommendations from different members of the health care team to optimize patient care	Role models flexible communication strategies that value input from all health care team members, resolving conflict when needed
Respectfully receives a consultation request	Clearly and concisely responds to a consultation request	Checks understanding of recommendations when providing consultation		
Uses language that values all members of the health care team	Communicates information effectively with all health care team members	Uses active listening to adapt communication style to fit team needs		
	Solicits feedback on performance as a member of the health care team	Communicates concerns and provides feedback to peers and learners	Communicates feedback and constructive criticism to superiors	Facilitates regular health care team-based feedback in complex situations
Comments:			Not Yet C	ompleted Level 1

Level 1	Level 2	Level 3	Level 4	Level 5
Accurately records information in the patient record	Demonstrates organized diagnostic and therapeutic reasoning through notes in the patient record	Concisely reports diagnostic and therapeutic reasoning in the patient record	Communicates clearly, concisely, timely, and in an organized written form, including anticipatory guidance	Models feedback to improve others' written communication
Safeguards patient personal health information	Demonstrates accurate, timely, and appropriate use of documentation shortcuts Documents required data in formats specified by institutional policy	Appropriately selects direct (e.g., telephone, inperson) and indirect (e.g., progress notes, text messages) forms of communication based on context	Achieves written or verbal communication (e.g., patient notes, email) that serves as an example for others to follow	Guides departmental or institutional communication around policies and procedures
Communicates through appropriate channels as required by institutional policy (e.g., patient safety reports, cell phone/pager usage)	Respectfully communicates concerns about the system	Uses appropriate channels to offer clear and constructive suggestions to improve the system	Initiates difficult conversations with appropriate stakeholders to improve the system	Facilitates dialogue regarding systems issues among larger community stakeholders (institution, health care system, field)