

Internal Medicine Milestones for Singapore



February 2021
May 2017

The Internal Medicine Milestones for Singapore

The Milestones are designed only for use in evaluation of residents in the context of their participation in ACGME International (ACGME-I)-accredited residency programs. The Milestones provide a framework for assessing the development of the resident in key dimensions of physician competence in a specialty. 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.

Milestones Reporting

This document presents milestones designed for programs to use in semi-annual review of resident performance and reporting to ACGME-I. Milestones are knowledge, skills, attitudes, and other attributes for each of the ACGME-I competencies organized in a developmental framework from less to more advanced. They are descriptors and targets for resident performance as a learner moves from entry into their program through graduation.

For each period, review and reporting will involve selecting milestone levels that best describe each resident's current performance and attributes. Milestones are arranged in numbered levels. Tracking from "Level 1" to "Level 5" is synonymous with moving from novice to expert in the specialty. These levels do not correspond with time in the educational program. Dependent upon previous education and experience, residents may enter a program at varying points in the Milestones.

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

- Level 1** The resident demonstrates milestones expected of an incoming resident.
- Level 2** The resident is advancing and demonstrates additional milestones but is not yet performing at a mid-residency level.
- Level 3** The resident continues to advance and demonstrate additional milestones; the resident demonstrates most milestones targeted for residency in this subcompetency.
- Level 4** The resident has advanced and now substantially demonstrates the milestones targeted for residency. This level is designed as the graduation target.
- Level 5** The resident has advanced beyond performance targets set for residency and is demonstrating "aspirational" goals which might describe the performance of someone who has been in practice for several years. It is expected that only a few exceptional residents will reach this level.

Additional Notes

The “Level 4” Milestones are designed as the graduation *target* and *do not* represent a graduation *requirement*. Making decisions about readiness for graduation is the purview of the program director. Study of Milestones performance data will be required before ACGME-I and its partners will be able to determine whether milestones in the first four levels appropriately represent the developmental framework, and whether Milestone data overall are of sufficient quality to be used for high-stakes decisions.

Answers to Frequently Asked Questions about Milestones are posted on the [ACGME-I website](#).

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 learner's performance on the milestones for each subcompetency will be indicated by selecting the level of milestones that best describes that learner's performance in relation to those milestones.

Practice-Based Learning and Improvement 2: Reflective Practice and Commitment to Personal Growth				
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 that contribute to gap(s) between expectations and actual performance	Analyzes and reflects on the factors that 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Selecting a response box in the middle of a level implies that milestones in that level and in lower levels have been substantially demonstrated.

Selecting a response box on the line in between levels indicates that milestones in lower levels have been substantially demonstrated as well as **some** milestones in the higher level(s).

Internal Medicine Milestones for Singapore

Patient Care 1: Gathers and Synthesizes Essential and Accurate Information to Define Each Patient's Clinical Problem(s)				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Occasionally collects accurate historical data</p> <p>Performs physical exam, but misses some key physical exam findings</p> <p>Relies exclusively on documentation of others to generate own database or differential diagnosis or is overly reliant on secondary data</p> <p>Occasionally recognizes patient's central clinical problems</p> <p>Occasionally recognizes potentially life-threatening problems</p>	<p>Consistently acquires accurate and relevant histories</p> <p>Consistently performs accurate and appropriately thorough physical exams</p> <p>Consistently recognizes patient's central clinical problem but develops limited differential diagnoses</p> <p>Consistently recognizes potentially life-threatening problems</p>	<p>Consistently acquires accurate and relevant histories from patients</p> <p>Consistently performs accurate and appropriately thorough physical exams</p> <p>Uses collected data to define a patient's central clinical problem(s)</p>	<p>Acquires accurate histories from patients in an efficient, prioritized, and hypothesis-driven fashion</p> <p>Performs accurate physical exams that are targeted to the patient's complaints</p> <p>Synthesizes data to generate a prioritized differential diagnosis and problem list</p> <p>Effectively uses history and physical examination skills to minimize the need for further diagnostic testing</p>	<p>Obtains relevant historical subtleties, including sensitive information that informs the differential diagnosis</p> <p>Identifies subtle or unusual physical exam findings</p> <p>Efficiently uses all sources of secondary data to inform differential diagnosis</p> <p>Role models and teaches the effective use of history and physical examination skills to minimize the need for further diagnostic testing</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Patient Care 2: Develops and Achieves Comprehensive Management Plan for Each Patient				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Care plans are appropriate or accurate at times</p> <p>Occasionally reacts to situations that require urgent or emergency care</p> <p>Occasionally seeks additional guidance when needed</p>	<p>Consistently develops an appropriate care plan but seeks additional guidance when needed</p> <p>Consistently react to situations that require urgent or emergency care</p>	<p>Consistently develops appropriate care plan</p> <p>Consistently Recognizes situations requiring urgent or emergency care and arranges for an appropriate level of care.</p> <p>Seeks additional guidance and/or consultation as appropriate</p>	<p>Appropriately modifies care plans based on patient's clinical course, additional data, and patient preferences</p> <p>Recognizes disease presentations that deviate from common patterns and require complex decision making</p> <p>Manages common acute and chronic diseases</p> <p>Effectively uses history and physical examination skills to minimize the need for further diagnostic testing</p>	<p>Role models and teaches complex and patient-centered care</p> <p>Develops customized, prioritized care plans for the complex patients, incorporating diagnostic uncertainty and cost effectiveness principles</p> <p>Role models and teaches the effective use of history and physical examination skills to minimize the need for further diagnostic testing</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Patient Care 3: Manages Patients with Progressive Responsibility and Independence				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Requires direct supervision in the delivery of patient care</p> <p>Requires direct supervision to manage problems or common chronic diseases in all appropriate clinical settings</p> <p>Occasionally provides preventive care in all appropriate clinical settings</p> <p>Requires direct supervision to manage patients with straightforward diagnoses in all appropriate clinical settings</p>	<p>Requires direct and indirect supervision to ensure patient safety and quality care</p> <p>Requires direct and indirect supervision to manage problems or common chronic diseases in all appropriate clinical settings</p> <p>Consistently provides preventive care in all appropriate clinical settings with guidance.</p> <p>Occasionally requires direct supervision to manage patients with straightforward diagnoses in all appropriate clinical settings</p> <p>Manages complex inpatients or patients requiring intensive care with guidance</p>	<p>Requires indirect supervision to ensure patient safety and quality care</p> <p>Provides appropriate preventive care and chronic disease management in the ambulatory setting</p> <p>Provides comprehensive care for single or multiple diagnoses in the inpatient setting</p> <p>Under supervision, provides appropriate care in the intensive care unit</p> <p>Initiates management plans for urgent or emergent care</p>	<p>Appropriately manages patients across inpatient and ambulatory clinical settings who have a broad spectrum of clinical disorders including undifferentiated syndromes</p> <p>Seeks additional guidance and/or consultation as appropriate</p> <p>Appropriately manages situations requiring urgent or emergent care</p> <p>Effectively supervises the management decisions of the team</p>	<p>Manages unusual, rare, or complex disorders</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Patient Care 4: Skill in Performing Procedures				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>Possesses insufficient technical skill for safe completion of common procedures with appropriate supervision</p> <p>Inattentive to patient safety and comfort when performing invasive procedures</p> <p>Understands, applies, and communicates the ethical principles of informed consent</p> <p>Recognizes the need to obtain informed consent for procedures, but ineffectively obtains it</p>	<p>Possesses basic technical skill for safe completion of common procedures with appropriate direct supervision</p> <p>Attentive to patient safety and comfort when performing procedures</p> <p>Recognizes the need to obtain informed consent for procedures, and effectively obtains it</p>	<p>Possesses sufficient technical skill for the completion and interpretation of some common procedures with appropriate indirect supervision</p> <p>Consistently manages patient safety and comfort when performing procedures</p> <p>Consistently recognizes appropriate patients, indications, and associated risks in the performance of procedures</p>	<p>Consistently demonstrates technical skill to perform and interpret procedures successfully and safely</p> <p>Effectively obtains and documents informed consent in challenging circumstances (e.g., language or cultural barriers)</p> <p>Quantifies evidence for risk- benefit analysis during obtainment of informed consent for complex procedures or therapies</p>	<p>Demonstrates skill to independently perform and interpret complex procedures that are anticipated for future practice</p> <p>Demonstrates expertise to teach and supervise others in the performance of procedures</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Medical Knowledge 1: Clinical Knowledge				
Level 1	Level 2	Level 3	Level 4	Level 5
Possesses basic scientific, socioeconomic, or behavioral knowledge required to provide patient care	Possesses sufficient scientific, socioeconomic, and behavioral knowledge required to provide care for common medical conditions and basic preventive care	Possesses advanced scientific, socioeconomic, and behavioral knowledge required to provide holistic patient care	<p>Possesses the scientific knowledge required to provide care for complex medical conditions and holistic patient care</p> <p>Possesses the socioeconomic and behavioral knowledge required to provide care for complex medical conditions and holistic patient care</p>	<p>Possesses the scientific knowledge required to successfully diagnose and treat medically uncommon, ambiguous, and complex conditions</p> <p>Possesses the socioeconomic and behavioral knowledge required to successfully diagnose and treat medically uncommon, ambiguous, and complex conditions</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Medical Knowledge 2: Knowledge of Diagnostic Testing and Procedures				
Level 1	Level 2	Level 3	Level 4	Level 5
Possesses foundational knowledge of diagnostic testing and procedures	<p>Interprets basic diagnostic tests accurately most of the time</p> <p>Minimally understands the concepts of pre-test probability and test performance characteristics</p> <p>Needs assistance to understand the concepts of pre-test probability and test performance characteristics</p> <p>Minimally understands the rationale and risks associated with common procedures</p>	<p>Interprets basic diagnostic tests accurately</p> <p>Demonstrates a basic understanding of the rationale and risks associated with common procedures</p>	<p>Consistently interprets basic and advanced diagnostic tests accurately</p> <p>Fully understands the rationale and risks associated with common procedures</p>	<p>Anticipates and accounts for pitfalls and biases when interpreting diagnostic tests and procedures</p> <p>Pursues knowledge of new and emerging diagnostic tests and procedures</p>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Systems-Based Practice 1: Patient Safety and Quality Improvement				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates knowledge of common patient safety events	Reports patient safety events through institutional reporting systems (actual or simulated)	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)
Demonstrates knowledge of how to report patient safety events	Describes local quality improvement initiatives (e.g., community vaccination rate, infection rate, smoking cessation)		Participates in disclosure of patient safety events to patients and families (simulated or actual)	Discloses patient safety events to patients and families (simulated or actual)
Demonstrates knowledge of basic quality improvement methodologies and metrics			Participates in local quality improvement initiatives	Demonstrates the skills required to identify, develop, implement, and analyze a quality improvement project
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

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 using the roles of the interprofessional teams	Coordinates care of patients in routine clinical situations effectively using the roles of the interprofessional teams	Coordinates care of patients in complex clinical situations effectively using the roles of their interprofessional teams	Role models effective coordination of patient-centered care among different disciplines and specialties
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 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
Demonstrates knowledge of population and community health needs and disparities	Identifies specific population and community health needs and inequities for their local population	Identifies specific population and community health needs and inequities for their local population	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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Practice-Based Learning and Improvement 1: Evidence-Based and Informed Practice				
Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates how to access and use available evidence, and incorporate patient preferences and values to take care of a routine patient	Articulates clinical questions and elicits patient preferences and values 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Practice-Based Learning and Improvement 2: Reflective Practice and Commitment to Personal Growth				
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) 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 that contribute to gap(s) between expectations and actual performance	Analyzes and reflects on the factors that 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Professionalism 1: Professional Behavior and Ethical Principles				
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	Analyzes complex situations using ethical principles	Recognizes and utilizes appropriate resources for managing and resolving ethical dilemmas as needed (e.g., ethics consultations, literature review, risk management/legal consultation)	Identifies and seeks to address system-level factors that induce or exacerbate ethical problems or impede their resolution
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	Recognizes need to seek help in managing and resolving complex ethical situations		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

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

Internal Medicine Milestones for Singapore

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 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	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

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

Internal Medicine Milestones for Singapore

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	Communicates feedback and constructive criticism to superiors	Facilitates regular health care team-based feedback in complex situations
Uses language that values all members of the health care team	Communicates information effectively with all health care team members Solicits feedback on performance as a member of the health care team	Uses active listening to adapt communication style to fit team needs Communicates concerns and provides feedback to peers and learners		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>

Internal Medicine Milestones for Singapore

Interpersonal and Communication Skills 3: Communication within Health Care Systems				
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, in a timely manner, 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 tool	Uses appropriate channels to offer clear and constructive suggestions to improve the system	Produces 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)	Appropriately selects direct (e.g., telephone, in-person) and indirect (e.g., progress notes, text messages) forms of communication based on context Documents required data in formats specified by institutional policy		Initiates difficult conversations with appropriate stakeholders to improve the system	Facilitates dialogue regarding systems issues among larger community stakeholders (e.g., institution, health care system, field)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				Not Yet Achieved Level 1 <input type="checkbox"/>