

## **Transfusion Medicine and Coagulation Rotation - Objectives**

### **Interpersonal and Communication Skills**

#### **A. Objectives:**

1. **What interpersonal and communication skills are the residents expected to develop and use on this rotation?**
  - Trainees are expected to:
    - Sustain ethically sound and appropriate professional relationships with colleagues, clinicians, laboratory personnel, administration, patients, and patients' families
    - Provide effective and professional consultative and educational services to clinicians and other health care providers in a timely, organized and coherent manner
    - Display effective listening skills and the ability to carry out both standard operating procedures and verbal instructions

#### **B. Plan:**

1. **How does the resident learn the skills necessary for effective personal interaction and communication?**
  - Effective skills for personal interaction and communication are acquired through patient interaction, as well as interaction with medical colleagues, including physicians, nurses and laboratory personnel.
2. **How are interpersonal and communication skills incorporated into the resident's service work?**
  - Interpersonal and communication skills are incorporated into resident's/fellow's service work through interaction with patients, other medical personnel and through presentations at various conferences.
3. **What informal conferences and formal presentations and reports exist on this rotation to facilitate the development of communication skills?**
  - Daily morning rounds, afternoon-sign-out rounds, twice-monthly transfusion-medicine journal club and informal one-on-one teaching sessions.

#### **C. Supervision/Assessment:**

1. **How are the resident's interpersonal and communication skills assessed and by whom?**
  - Interpersonal and communication skills are assessed and communicated to the resident/fellow by attending physicians, nurses and laboratory personnel on an ongoing informal manner as well as in a twice-yearly formal written review.