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.