COMMUNICATION, INTERPERSONAL SKILLS, AND PROFESSIONALISM EVALUATION

UNIVERSITY OF MICHIGAN HEALTH SYSTEM

_____ PROGRAM

(RESIDENT OUTPATIENT ROTATION)

Resident:_____ Date:_____ Evaluator:_____

The UMHS expects its residents to demonstrate the communication, interpersonal, and professionalism skills that promote care delivered in the "best interest of the patient." In an effort to assess these attributes, you are being asked to complete this evaluation based on your interactions with the above-named resident. Please complete the form by checking "needs improvement" or "satisfactory" in the space provided after each statement. If you cannot comment on an item, please leave it blank. All "needs improvement" responses require explanation in the space provided below. Your answers will remain confidential.

	Needs Improvement	Satisfactory
Communication/Interpersonal Skills		
Consistently demonstrates willingness to listen to patients and families		
Consistently demonstrates willingness to listen to nursing and allied staff		
Consistently explains information to patients and families using clear, understandable terms		
Consistently keeps patients, families, and nursing informed of changes in the care plan		
Typically cooperative if approached by nursing and allied staf with questions		
Professionalism		
Altruism/Empathy		
Accepts inconvenience when necessary to meet the needs of the patient		
Respect		
Consistently respects patient privacy when conducting examinations		
Consistently uses respectful language when discussing patients with nursing and allied health staff		
Responsibility		
Consistently responds in a timely manner when paged or called		
Usually manages correspondences in a timely manner		
Consistently careful when handling patient's medical materials		
Integrity		
Maintains punctuality		
Maintains composure during stressful/crisis situations		

Please provide specific comments to substantiate any "needs improvement" response.

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_____

Do you have any additional concerns regarding this resident's communication, interpersonal, or professionalism skills?

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Please provide information / examples if this resident has consistently performed in an outstanding manner.

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