Objectives:
- Identify the benefits of strong communication and interpersonal skills
- Understand the current methods by which medical schools are assessing these skills
- Barriers to teaching communication
- Discuss the framework and implications of a novel, multi-modal patient-centric approach for teaching and assessing these skills

Why is communication so important?
Benefits to the Patient
- Higher satisfaction with their provider
- Better expectation of care
- More likely to demonstrate positive health behaviors

Benefits to the Physician
- More positive patient interactions
- Increased empathy leading to increased career satisfaction and wellness
- Less likely to be sued

Barriers to fostering effective communication skills:
- Empathy and communication skills decline as training progress
- Learners are under external pressures that are more highly emphasize
  - Outcomes-based metrics
  - Standardized test scores
  - Focus on faculty perceptions rather than patient perceptions
- Lack of dedicated focus in medical school curriculum after preclinical years

Methods for teaching communication
- Role Modeling
- Explicit Teaching
  - Novel Solution
  - Longitudinal throughout medical school

References:

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