

## **66** A Council of Residency Directors – Emergency Medicine (CORD-EM) Taskforce Report on Remediation of Interpersonal and Communication Skills and Professionalism EM Milestones

*Sullivan C, Nazario S, Shah SH, Visconti A, Lu M, Hexom B, Regan L, Pazderka P/Truman Medical Center/University of Missouri-Kansas City School of Medicine, Kansas City, MO; Florida Hospital East Orlando, Orlando, FL; University of Massachusetts Medical School, Worcester, MA; New York Methodist, New York, NY; University of Maryland, Baltimore, MD; Mt. Sinai, New York, NY; Johns Hopkins School of Medicine, Baltimore, MD; Western Michigan University School of Medicine, Kalamazoo, MI*

**Introduction:** The Accreditation Council for Graduate Medical Education implemented EM Milestone expectations for residents in training beginning July, 2013. Professionalism milestones include professional values and accountability, and interpersonal and communication skills (ICS) incorporate patient centered communication and team management skills. While there are suggested evaluation methods for each milestone, to date there are none specific to remediation of the milestones for residents that fail to meet performance expectations.

**Educational Objectives:** A CORD-EM professionalism and ICS remediation taskforce was put into service and reports the development of specific activities and tools to assist programs with remediation of residents regarding each milestone level specific to professionalism and ICS.

**Curricular Design:** The milestone remediation taskforce divided the four professionalism and ICS milestones among members. Each member completed a literature review regarding methods to remediate each performance expectation for the specific milestone. In conjunction with on-going experience of members with resident remediation of professionalism and ICS, specific methods to address sub-standard performance for each milestone level were developed. Monitoring schedules and expectations for performance were outlined. Results were compiled and a consensus of members was reached.

**Impact/Effectiveness:** Residency programs often struggle with effective remediation of their residents who fail to meet expectations, especially with professionalism and ICS. With specific remediation activities and monitoring methods described, EM training programs will be able to use the recommendations as a guide to remediate professional values, accountability, patient centered communication and team management skills.