

Faculty Guide: PGME Communication Skills Coaching Referral Process

Purpose:	To outline when and how faculty should involve the PGME Communication Skills Lead to support residents with identified communication skills concerns, after program-based coaching and assessments have been completed.
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Faculty Responsibilities Before Referral

Before contacting the PGME Communication Skills Lead, Program Directors (PD), Assistant PDs, Site Directors, or Preceptors must ensure that:

Concerns are explicitly identified and documented	• Communication skills concerns have been discussed directly with the resident • Objective evidence has been provided (i.e. ITARs addressing communication skills, multisource feedback) • Informal concerns alone are insufficient
Program level coaching has already occurred	• Coaching and feedback have been delivered within the program • A plan for reassessment has been implemented • Ongoing concerns are demonstrated through follow-up ITARs or assessments

Faculty Guidance: Residents should **not** be directed to the Communications Skills Lead **prior** to their PD completing a consult.

Criteria for Referral to PGME Communications Skills Lead

Referral should only occur when:	• Communication skills concerns persist despite program-level coaching • The PD is developing or considering an IELP or FELP that includes communications skills
The <u>PD must</u> be the one to contact the PGME Communications Skills Lead directly and provide:	• Relevant ITARs or multisource feedback • Documentation of feedback provided to the resident • A copy of the proposed IELP or FELP

Consultation and Decision Making	
The PD and communications Skills Lead will consult (email, phone, in person, or virtual) to:	• Review the documented concerns • Determine whether communications skills coaching is appropriate and feasible • Align on goals and expectations for coaching
Initiation of Coaching	
If coaching is approved:	• The PD can then provide the resident with the PGME Communication Skills Lead contact information • The resident may then initiate contact to schedule an initial coaching session
Common Communication Skills Concerns Appropriate for Coaching	
Faculty may consider referral for residents with ongoing challenges in:	• Patient-centered communication • Communication in challenging or emotionally charged situations (i.e. breaking bad news, goals of care) • Agenda-setting and time management with patients • Organization and clarity of verbal communication (case presentations, handover) • Organization and clarity of written communication (chart notes, consultation letters) • Interprofessional communication