

The Competency Quilt: Reflections on Common Communication Threads

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Background

Over the past 20 years, we have witnessed the development of competency models in the health sciences:

- Reflecting a shift in medical education from a knowledge and skill-based activities to competency-based education

- An **emphasis on medical knowledge and procedural skills** still exists
- While the other competencies are often considered “soft skills”

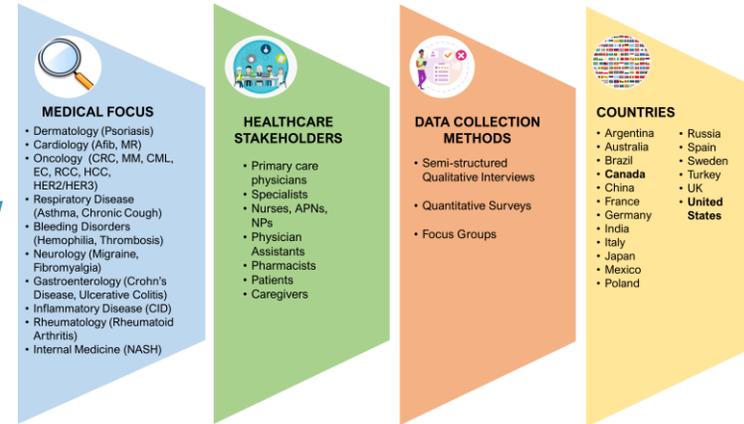
Given rapid changes in our health systems:

What evolution is needed in terms of covering those competency models more comprehensively through medical education offerings?

Insights gained from 15+ years of Needs Assessment work can help inform the above question.

Observations / Results

Overview



Competencies emerging to respond to new care

Trends in the reported competency needs of health care professionals and teams

- Engaging patients in their care
- Incorporating telemedicine (remote care)
- Demonstrating leadership and collaboration in care delivery
- Developing resilience & coping strategies for dealing with adversities
- Identifying creative communication strategies to help ensure continuity of care

What is the significance for the Future of CPD?

Competency-based Education- even more relevant in the future and support for educational interventions that are aligned.

Emphasis placed on:

Importance of deliberate plans to **ADDRESS the gaps**

- Guide greater implementation of competency-based models
- Support better understanding of team roles (interprofessional care)
- Highlight value of team member contributions
- Integrate patients' voice to inform all planning phases
- Promote interventions to improve team coordination (to include the patient)

Heightened need to **MEASURE the impact**

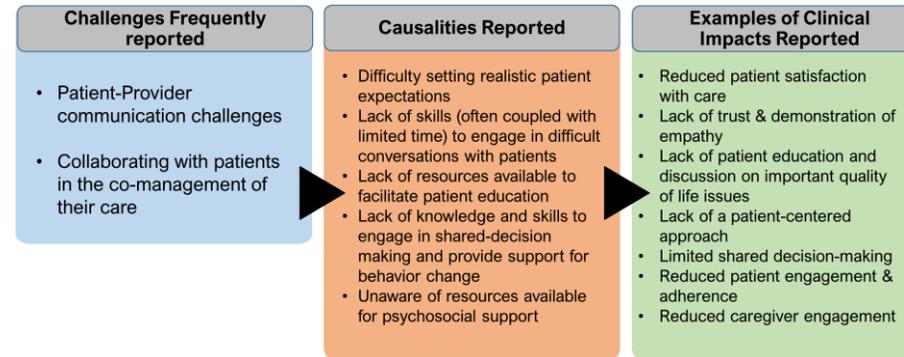
- Demonstrate the value of improvement of “soft skills”
- Ensure alignment of goals / expectations and measures of success
- Engage patients in assessment of educational interventions
- Draw links from communication and collaboration skills to patient outcomes

***NOTE :** This project is not a meta-analysis or systematic review, but a secondary analysis of findings to help inform future planning

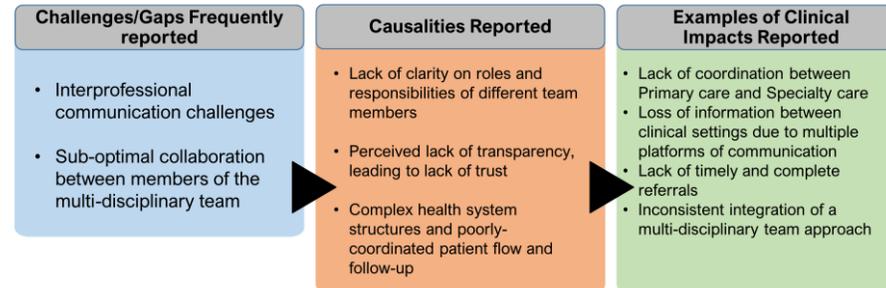
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Patient-Provider Communications



Communications between members of the team



Project Description/ Methods

Secondary Analysis of findings from 37 Needs Assessments* that explored challenges related to: ABMS/ACGME domain *Interpersonal and Communication Skills* or CanMED Role of the *Communicator and the Role of the Collaborator*.

Research Questions:

- **What are the most frequently reported challenges and gaps (across therapeutic areas and specialties)?**
- **What are the causalities reported and clinical impacts of lack of competencies within these domains (as reported by HCPs and Patients)**