

UMass Chan Medical School Program Objectives (Physician Competencies)

Competency	Sub-Competency	Milestone (Total 82)
Physician as Professional (19 Milestones)	1. Professional Values	a. Performs all documentation and communication honestly without misrepresentation or falsification.
		b. Attends to patient dignity and privacy with consideration of patient preferences and requirements in a non-stigmatizing way.
		c. Uses appropriate language with patients and colleagues at all times, even during stressful situations.
		d. Presents self professionally in clinical situations.
		e. Can describe the role of bias in medical care of diverse populations and seeks to minimize its effect on providing excellent patient care.
	2. Ethical Standards	a. Identifies and respects patients' culture and identity which affect their care choices
		b. Adheres to reporting requirements of other physicians in cases of impairment, incompetence, or inappropriate behavior.
		c. Identifies bias towards vulnerable and protected populations in team interactions and patient care and steps to mitigate it.
	3. Effective Member of Interprofessional Team	a. Completes all own duties.
		b. Functions effectively and respectfully within a interprofessional and diverse team.
	4. Standards of Care. Scope of Practice.	a. Stays within own scope seeking consultation or supervision when appropriate.
		b. Provides evidence-based care, referencing appropriate practice guidelines and strives to meet quality standards while examining guidelines for the presence of bias which may adversely affect vulnerable populations.
	5. Self-Assessment. Ongoing Learning. (after graduation)	a. Seeks and participates in educational opportunities to keep knowledge of discipline current.
	6. Administrative/ Executive Function (after graduation)	a. Adheres to the current laws, regulations, statutes governing the practice of medicine
		b. Maintains current regulatory requirements as requested by school or site.
		c. Complies with institutional protocols for managing patient care and administrative processes
		d. Provides accurate and timely documentation in the medical record
		e. Fulfills professional tasks and obligations in a timely fashion
		f. Contributes time and service to their institution and/or community
Physician as Scientist (10 Milestone)	1. Acquisition of Core Biomedical Knowledge	a. Describes the forms, functions, positions and relationships of each major organ system over time
		b. Specifies the molecular, biochemical and cellular processes that maintain homeostasis
		c. Explains the altered structure and function — the pathology and pathophysiology — that are seen in the major categories of injury and disease
		d. Describes causes (genetic, developmental, toxic, microbiologic, autoimmune, neoplastic, degenerative, traumatic, societal/socio-demographic and behavioral) of disease and the ways in which these processes present in clinical practice
		e. Explains principles of pharmacology and pharmacotherapeutics, describes the major categories of drugs, including their actions, interactions, and the indications for their use and describes nonpharmacological treatment interventions
		f. Describes currently accepted and evidence-based best approaches to the treatment of patients who present with the major types of injury or disease
		g. Describes the social and biomedical determinants of health that affect disease prevention, incidence, diagnosis, treatment and outcomes and uses this information to tailor appropriate care to specific patients.
		2. Understanding of the scientific method
	b. Applies a problem-solving process to patient care — gathering data, generating and testing differential diagnoses, interpreting and reflecting upon outcomes, and altering actions when appropriate	

		c. Utilizes information gained in this iterative process of patient care to add to their foundational core of medical knowledge, improve the care of their patients and enhance the medical knowledge of their colleagues and applies the scientific method to an area of personal passion related to their practice of medicine
Physician as Communicator (11 Milestones)	1. Physician Patient Communication	a. Communicates effectively during all stages of the doctor-patient relationship by developing rapport, remaining attentive and responsive throughout, and bringing closure to the therapeutic relationship as necessary.
		b. Accurately assesses patient's understanding of communication.
		c. Self-assesses own communication skills
	2. Communication with patients from diverse backgrounds	a. Avoids use of language which fails to demonstrate respect to patients with regards to their socioeconomic status, education level, racial and ethnic differences, religion, health behaviors sexual orientation, and gender identity
		b. Uses interpreter when appropriate.
		c. Seeks out and integrates patient's unique perspective and context into their plan of care.
		d. When student observes inappropriate language or communication with patient, student will report this behavior to a supervisor.
	3. Communication with the interprofessional healthcare team	a. Can effectively use an electronic health record while maintaining confidentiality of protected health information.
		b. Documents, responds to pages and emails in a timely manner.
c. Participates responsibly in patient-care handoff, acknowledging and communicating information for which student is responsible.		
d. Acts when observing unsafe, uninclusive or disrespectful behavior.		
Physician as Clinical Problem Solver (16 Milestones)	1. Patient Centered Care	a. Uses knowledge of disease prevention, behavior change and the relevance of social determinants to make appropriate plan of care for patient.
		b. Makes evidence based plan of care for patient.
	2. Information Gathering	a. Medical history is clinically relevant, patient-centered and includes the patient's context. Student is able to gather relevant history from the medical record and other sources as appropriate.
		b. Selects and interprets results of physical examination maneuvers to accurately gather information about patients and their conditions.
		c. Identifies literature sources appropriate to evidenced-based practice
	3. Differential Diagnosis and Management	a. Student identified relevant information to develop a prioritized differential diagnosis and management plan for the common acute and chronic disorders across all age groups
		b. Uses common diagnostic tests appropriately and interprets results accurately.
		c. Student can make appropriate decisions based on incomplete information, including limitations in current scientific/medical knowledge
	4. Technical Skills	a. Completes successfully the standard physical examination maneuvers and describes their significance
		b. Masters the requisite psychomotor and cognitive skills to perform selected routine medical procedures when indicated
		c. Recognizes when immediate care is needed and knows how to initiate care for patients with urgent and/or life-threatening problems in the ambulatory and inpatient setting, including Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS)
	5. Personal and Systems Factors Affecting Clinical Problem Solving	a. Explains the common biases known to affect successful problem-solving develops strategies to ameliorate their effects.
		b. Effectively uses knowledge of health care delivery systems and insurance-related factors in diagnostic, treatment and discharge plans
		c. Promotes patient safety and recognizes common errors and hazards in patient care.
		d. Student can identify own gaps in knowledge and seeks appropriate consultation
		e. Explains the process of continuous quality improvement in healthcare settings
Physician as Patient & Community Advocate (6 Milestones)	1. Advocacy	a. Champions comprehensive services and excellence in care for individual patients and communities with a sensitivity to patient diversity and awareness of health care disparities
		b. Analyzes and describes the determinants of health of individual patients and vulnerable populations.
		c. Explains the presence as well as the consequences of individual and structural bias and acts to identify and overcome personal biases
		d. Identifies and accesses available community resources and relevant advocacy organizations to help patients to obtain needed services
		e. Practices medicine in a way which balances a dedication to the service of individual patients and a commitment to social justice, including the fair distribution of finite healthcare resources

	2. Service	a. Participates in initiatives which contribute to the common good such as engaging in service to improve the health and well-being of others and/or to influence healthcare and educational policies at local, regional and national levels
Physician as Person (14 Milestones)	1. Self Awareness	a. Demonstrates an awareness of personal beliefs, values, emotions and biases that may influence their behavior with team members and patients.
		b. Demonstrates the ability to self-assess and reflect and work effectively with team members and patients even where perspectives and values differ.
		c. Solicits and accepts feedback on behavior as well as performance and makes effort to improve.
		d. Communicates and negotiates how to balance personal needs with professional obligations
	2. Well-being and Resilience	a. Identifies and practices wellness-focused behaviors to maintain personal physical/mental health.
		b. Targets a career balance which will promote resilience and fulfillment in medicine through activities involving discovery, patient care, service, education, leadership, health policy, and advocacy
		c. Identifies and addresses situations that challenge their well-being and resiliency
		d. Develops mechanisms to cope with the impact of professional and personal challenges
		e. Demonstrates behavior that supports the well-being of colleagues, members of the interprofessional team, and the health of their community
		f. Raises issues to organizational leaders aimed at identifying causes, and recognizing impact of mental health and burnout, and advocates for burnout prevention, and positive mental health programs
	3. Relationship and connection to others	a. Appropriately recognizes when to engage the skills and resources of team members to manage collective workload (this is a teamwork function milestone which may be more appropriate in P as Professional Subcomp 3 but it was written here)
		b. Demonstrates basic group skills including facilitation, assessment of group dynamics, delegation, time management, negotiation, and conflict resolution
		c. Practices an outward orientation where the learner demonstrates an open-mindedness toward others, elicits and acknowledges others' perspectives with idea of working toward common goals
d. Provides feedback to others using techniques that support ongoing learning and relationship building.		
Physician as Healthcare System Navigator (12 Milestones)	1. Quality Improvement (QI) and Patient Safety	a. Can name opportunities for improvement and describes basic QI methodology
		b. Describes safety events and the importance of reporting, investigation, countermeasures, and disclosure
	2. Healthcare structures and processes	a. Explains the roles of different healthcare settings across the spectrum from home to hospitals, including transitions from one to another
		b. Can describe how healthcare is financed, including government and private payer platforms, the roles of employers and individuals, and models including single payer systems, health maintenance organizations (HMOs), preferred provider organizations (PPOs) and accountable care organizations (ACOs)
		c. Can describe the government's role in setting and reforming healthcare policy
	3. Informatics	a. Names the strengths and potential vulnerabilities of the electronic health record (EHR)
		b. Can describe related healthcare informatics applications including in healthcare computerized provider order entry, health information exchange, clinical decision support, and the use of electronically generated data
	4. Population health and health equity	a. Can define these terms (population health and health equity) and the importance of the concepts within the provision of healthcare
	5. Value in healthcare	a. Can describe the concepts of value-based care and high-value care
		b. Can describe the rationale for and application of evidence-based medicine and practice guidelines
6. Systems thinking and healthcare leadership	a. Can describe how patients' experience of care and their outcomes is impacted by the network formed between their support network and providers and that they must function within this network.	
	b. Can name several functions of healthcare leaders as they influence policy, procedures, and culture within systems within a wide variety of settings	