



PATIENTS

Skill: Facilitate positive and constructive interactions with and among staff, patients, and families (both individually and in groups)

Level	Behavioral Examples
5-Expert	<ul style="list-style-type: none">• Create innovative approaches for interacting with stakeholders in a manner that creates respect and positive responses• Demonstrate Skilled behaviors
4-Skilled	<ul style="list-style-type: none">• Continuously earn respect from providers, other health center staff, patients, families, and communities• Successfully foster a fear-free environment in which creativity is actively encouraged and mistakes are openly permitted in pursuit of excellence• Demonstrate Applied behaviors
3-Applied	<ul style="list-style-type: none">• Demonstrate “active listening” by summarizing, clarifying as needed, and appropriately reflecting the communications of others• Demonstrate open communication and desire for “win-win” solutions• Demonstrate the ability to give/receive constructive feedback in a positive, and respectful manner• Create a clinical environment in which innovation is valued and rewarded
2-Basic	<ul style="list-style-type: none">• Understand basic communication theory (including concepts regarding semantics)• Understand how to treat staff, patients and family members with honesty and respect

1-Learning	<ul style="list-style-type: none"><li data-bbox="479 205 1414 319">• Aware of the importance of creating positive and constructive interactions with everyone involved in the health center
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