

Putting the General Competencies into Perspective

This scenario is designed to heighten the awareness of the general competencies and to emphasize their practical use and validity in society. The issues are simplified to help trigger recall of the competencies when they are first presented.

You are the patient. You are walking into your physician's office, accompanied by your immediate family. You believe that you have a serious medical problem. Upon first meeting your new doctor, what are your expectations?

THE PATIENT'S EXPECTATIONS	ACGME GENERAL COMPETENCY
The physician greets you with a handshake, makes eye contact, and sits to listen to your concerns and symptoms.	Compassionate Patient Care
The physician knows what illness you are describing and has knowledge of what specific exams or tests will help with the diagnosis.	Medical Knowledge
The physician listens to you and your family and is able to discuss your condition candidly and effectively with you and those that you are being referred to for further evaluation.	Interpersonal and Communication Skills
The physician makes you feel that they are qualified to help you and will carry this out with the highest degree of confidentiality, ethical and moral standards.	Professionalism
The physician is up to date on the latest in their field and is involved in a lifelong learning process that includes feedback from previous similar cases that they have been involved with.	Practice-Based Learning and Improvement
The physician knows enough about your healthcare system and insurance that they (or their designee) can help you with understanding costs of tests, treatments, and further examinations.	Systems-based Practice