Supplemental Guide:
Pediatric Transplant Hepatology

July 2023
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Milestones Supplemental Guide

This document provides additional guidance and examples for the Pediatric Transplant Hepatology Milestones. This is not designed to indicate any specific requirements for each level, but to provide insight into the thinking of the Milestone Work Group.

Included in this document is the intent of each Milestone and examples of what a Clinical Competency Committee (CCC) might expect to be observed/assessed at each level. Also included are suggested assessment models and tools for each subcompetency, references, and other useful information.

Review this guide with the CCC and faculty members. As the program develops a shared mental model of the Milestones, consider creating an individualized guide (Supplemental Guide Template available) with institution/program-specific examples, assessment tools used by the program, and curricular components.

Additional tools and references, including the Milestones Guidebook, Clinical Competency Committee Guidebook, and Milestones Guidebook for Residents and Fellows, are available at the end of this document as well as on the Resources page of the Milestones section of the ACGME website.
<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Acquires a comprehensive and developmentally appropriate pediatric medical history and physical examination | • In taking the history of a patient presenting to the clinic, asks questions pertinent to the chief complaint  
• Reviews available medical records  
• Performs a complete physical examination pertinent to age                                                                                   |
| **Level 2** Acquires a pediatric transplant hepatology history and focused physical examination, including pertinent positives and negatives | • Using elements of the chief complaint and review of systems, appropriately focuses information gathering to characterize severity for a patient with signs and symptoms of liver injury  
• Asks questions pertinent to liver disease  
• Identifies relevant findings in the medical record  
• Identifies important liver exam findings like jaundice, scleral icterus, hepatosplenomegaly, and skin lesions |
| **Level 3** Acquires a focused pediatric transplant hepatology history with historical subtleties, including psychosocial and physical functioning, and performs a focused physical examination | • Uses an organized and descriptive approach to discuss common issues in a liver transplant recipient  
• Reviews barriers that interfere with medication compliance  
• Incorporates social determinants of health or other social screening questions when performing history  
• Independently requests additional information to supplement available medical records  
• Identifies ascites, spider nevi, asterixis, and signs of malnutrition                                                                 |
| **Level 4** Acquires the complete patient history and physical examination, interprets subtleties, and determines tailored assessment of disease activity for a patient with a complex presentation | • Recognizes during history taking the nuanced risk factors of complex and progressive liver disease processes and gathers the necessary information to help elucidate the diagnosis  
• Obtains a targeted history of a patient with biliary atresia post Kasai who is presenting with pruritus and growth difficulties  
• Requests mid-upper arm circumference and skin fold thickness to evaluate extent of malnutrition for infants with cholestasis  
• Identifies lymphadenopathy, abnormal skin findings, and tonsillar hypertrophy in liver transplant recipients |
| **Level 5** Serves as a role model in acquiring the complete patient history and physical examination, interpreting subtleties, recognizing ambiguities, and determining tailored assessment of disease activity for a patient with a complex presentation | • Teaches nuanced history taking for a patient with end-stage liver disease on parenteral nutrition, such as number of central line-associated blood stream infections/line replacements, growth, and future transplant risk  
• Teaches the nuances of examining a patient with teeth discoloration, growth difficulties, cutaneous xanthomas, and progressive jaundice, physical exam findings that are pathognomonic for Alagille syndrome |
**Assessment Models or Tools**
- Case-based discussion
- Direct observation
- Medical record (chart) review
- Multisource feedback
- Oral patient presentations review

**Curriculum Mapping**

**Notes or Resources**
# Patient Care 2: Organization and Prioritization of Patient Care

## Overall Intent:
To organize and appropriately prioritize patient care

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Organizes patient care tasks, with assistance | ● Sees patient with ascites and recommends imaging, with guidance from attending  
● Calls the attending after the consult to determine when to re-evaluate patient |
| **Level 2** Organizes patient care tasks and needs assistance for patients with complex disease; recognizes urgent or emergent issues | ● Recommends labs, imaging, antibiotics, and possible paracentesis for a patient with biliary atresia with ascites and fevers in the emergency department, with assistance  
● Evaluates a patient with end-stage liver disease with tachycardia and melena and confirms with attending the need for urgent endoscopic management and possible sclerotherapy versus banding  
● Recognizes emergent nature of acute liver failure and triages appropriately |
| **Level 3** Prioritizes patient care tasks with efficiency; anticipates urgent and emergent issues | ● While admitting a stable liver transplant recipient with fevers and lymphadenopathy, gets notified of a gastrointestinal bleed in a patient awaiting liver transplant and prioritizes the second patient to discuss with attending  
● Notifies the transplant surgeon of bilious output from Jackson-Pratt (JP) drain on post-operative day two and requests urgent imaging, simultaneously notifying the hepatology attending/proceduralist of an acute hemoglobin drop post liver biopsy |
| **Level 4** Prioritizes patient care tasks and manages service independently | ● After rounds, helps allocate tasks among team members, obtains consent for upcoming procedures, and discusses with patient/family the risks and benefits of steroids in new diagnosis of autoimmune hepatitis  
● After receiving several pages during clinic, appropriately triages urgent issues and reaches out to others for help when needed |
| **Level 5** Serves as a role model for organizing, prioritizing, and managing patient care tasks | ● Organizes a multidisciplinary meeting to discuss the needs of a patient with complex disease and brainstorms best practices moving forward |

### Assessment Models or Tools
- Case-based discussion
- Direct observation
- Multisource feedback

### Curriculum Mapping
- 

### Notes or Resources
## Patient Care 3: Patient Management in Pediatric Transplant Hepatology

### Overall Intent:
To develop a comprehensive care plan for liver disease based on disease presentation and urgency

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Requires direct supervision to deliver patient care            | ● Reviews with supervisor treatment strategy to adjust immunosuppression for a patient with acute cellular rejection  
                               | ● Develops treatment plan of pruritus in patient with Alagille syndrome, with direct supervision                                      |
| **Level 2** Manages patients with straightforward diagnoses, with minimal assistance | ● Titrates diuretics for patients with ascites with minimal assistance  
                               | ● Implements increasing immunosuppression for patients with acute cellular rejection with minimal assistance  
                               | ● Develops treatment plan of pruritus in patient with Alagille syndrome, with minimal assistance                               |
| **Level 3** Independently manages patients with straightforward diagnoses  | ● Implements and independently discusses with patient increasing immunosuppression for treatment of acute cellular rejection, including possible complications and expected treatment outcome  
                               | ● Prescribes treatment for pruritus in patient with Alagille syndrome  
                               | ● Independently develops and implements a plan for steroid taper for a patient with autoimmune hepatitis and monitors response, adjusting steroid dose between visits |
| **Level 4** Independently manages patients with complex and undifferentiated syndromes, and recognizes disease presentations that deviate from common patterns | ● Adjusts plan of care when patient with acute cellular rejection is not responding to treatment as expected  
                               | ● Facilitates transplant evaluation for refractory pruritus in patient with Alagille syndrome  
                               | ● Independently manages patients with autoimmune hepatitis with lack of response to steroid therapy  
                               | ● Determines timing for transplant evaluation for patient not responding to treatment of autoimmune hepatitis and evolving complications associated with end-stage liver disease |
| **Level 5** Effectively manages unusual or rare disorders                  | ● Proposes plan for escalation of care for patient with significant graft dysfunction from possible antibody-mediated rejection  
                               | ● Formulates treatment plan for a patient with rare genetic liver disease (e.g., DCDC2 genetic mutation) after reaching out to experts in the field outside of the institution |

### Assessment Models or Tools
- Direct observation
- Medical record (chart) review
- Multisource feedback

### Curriculum Mapping

### Notes or Resources
- Garcia-Tsao, Guadalupe, Arun J. Sanyal, Norman D. Grace, and William Carey; Practice Guidelines Committee of the American Association for the Study of Liver Diseases; Practice Parameters Committee of the American College of Gastroenterology. 2007.
<table>
<thead>
<tr>
<th>Reference</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Milestones</td>
<td>Examples</td>
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<tr>
<td>---------------------------------------------------------------------------</td>
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</tr>
</tbody>
</table>
| **Level 1** *Identifies indications for procedures*                        | • Identifies need for liver biopsy in a patient with elevated liver enzymes post-transplant  
• With assistance, performs peri-procedural assessment for a liver biopsy  
• Identifies need for endoscopy in a patient with portal hypertension presenting with melena |
| **Level 2** *Performs peri-procedural assessment and explains diagnostic procedures, including possible complications* | • Determines need for a liver biopsy, evaluates patient, and checks labs/imaging studies to ensure safety for the patient  
• Determines the need for endoscopy, including possible complications such as increased incidence of post-procedural bleeding |
| **Level 3** *Independently performs peri-procedural assessment and considers alternative procedures; interprets procedural findings with assistance* | • Determines best route to perform liver biopsy in a patient with coagulopathy and/or ascites  
• Independently performs peri-procedural assessment for a liver biopsy  
• Independently performs peri-procedural assessment for patient undergoing therapeutic endoscopy performed by hepatology, and discusses possible alternatives to treatment, such as shunts  
• With assistance, interprets results of liver biopsy that are consistent with a specific disease process such as acute cellular rejection or autoimmune hepatitis |
| **Level 4** *Independently interprets procedural findings and manages procedural complications* | • Identifies findings associated with variceal bleeding during endoscopy such as red wale sign  
• Identifies signs of post-liver biopsy complications such as intra-abdominal bleeding and appropriately initiates management in a timely manner  
• Independently interprets findings from paracentesis that are associated with chronic liver disease  
• Identifies biliary stricture in patient who has undergone endoscopic retrograde cholangiopancreatography (ERCP) or percutaneous transhepatic cholangiogram (PTC) |
| **Level 5** *Serves as a role model for managing patients with comorbidities and procedural complications* | • Teaches and supervises bleeding control strategies for patients with portal hypertension, including esophageal variceal banding or sclerotherapy |
| **Assessment Models or Tools**                                            | • Case-based discussion  
• Direct observation  
• Medical record (chart) review  
• Self-assessment |
**Patient Care 5: Pre-Transplant Hepatology**

**Overall Intent:** To identify, evaluate, and manage patients along with the multidisciplinary team before liver transplantation

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1 Identifies patients who are eligible for liver transplant evaluation</strong></td>
<td>• Identifies that a patient with biliary atresia and growth failure warrants a liver transplant evaluation</td>
</tr>
</tbody>
</table>
| **Level 2 Evaluates patients using program selection criteria, with assistance** | • Identifies potential alternative therapies besides transplant such as dietary therapy or surgical shunts  
  • Recognizes that a patient with active leukemia and subsequent liver failure is not a liver transplant candidate |
| **Level 3 Independently evaluates patients, including complexities of selection criteria** | • Recognizes that a patient with hepatopulmonary syndrome requires further evaluation and management prior to transplant listing  
  • Demonstrates awareness of ethical considerations when evaluating and listing a patient for transplant |
| **Level 4 Independently determines eligibility for listing a patient for transplant; performs ongoing reassessment for continued eligibility** | • Determines the suitability of a patient for liver transplant and presents this assessment to the multidisciplinary team  
  • Incorporates ethical considerations into listing decisions  
  • Utilizes the current United Network for Organ Sharing (UNOS) allocation listing policies for liver transplantation  
  • Is proficient in the process of writing and submitting non-standard exception requests |
| **Level 5 Optimizes selection of patients to meet the ethical responsibility to the patient, the program, and the community** | • Uses appropriate care settings and teams for patients with various profiles and stages of liver failure before transplantation  
  • Incorporates risk-benefit analysis and cost considerations in diagnostic and treatment decisions, including the adoption of new technologies |

**Assessment Models or Tools**

- Direct observation
- End-of-rotation evaluations
- Evaluation of conference presentations
- Evaluation of transplant evaluation notes and exception letters

**Curriculum Mapping**

**Notes or Resources**

### Patient Care 6: Peri-Operative and Post-Transplant Hepatology

**Overall Intent:** To identify, evaluate, and manage patients along with the multidisciplinary team during and after liver transplantation

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> Uses institutional protocols to care for patients, including immunosuppression, acute and long-term monitoring</td>
<td>● Is familiar with institutional protocol and recommends immunosuppression accordingly</td>
</tr>
</tbody>
</table>
| **Level 2** Identifies and manages common acute and long-term complications, with assistance | ● Prescribes therapies to prevent opportunistic infections in liver transplant recipients  
● Recognizes that vascular thromboses, biliary complications, and bleeding are complications in the immediate post-transplant period  
● Identifies a patient with rising endobronchial valve (EBV) copies and considers lowering immunosuppression |
| **Level 3** Independently identifies and manages common complications, including complications of immunosuppression and comorbidities | ● With multidisciplinary team, evaluates post-transplant liver biopsies to diagnose acute cytomegalovirus (CMV) hepatitis and recommends treatment  
● Recognizes kidney injury as a complication of immunosuppression and determines strategies to mitigate this side effect |
| **Level 4** Independently identifies and manages complex complications, including deviations from institutional protocols | ● Collaborates with colleagues in interventional radiology and interventional endoscopy in the identification and management of biliary complications  
● Recognizes a patient with hypertension and altered mental status and takes next steps to diagnose and manage posterior reversible encephalopathy syndrome (PRES)  
● Identifies chronic kidney disease as a possible indication for non-protocol care post-transplant  
● Manages unique aspects of care for patients undergoing re-transplant |
| **Level 5** Manages the interdisciplinary team to formulate a care plan to achieve the best possible outcome | ● Collaboratively works with all members of the liver transplant team, including surgeons, other medical consultants, nurses, advanced practice providers, and ancillary staff members, managing conflicting opinions and facilitating optimal patient outcomes  
● Effectively uses an interdisciplinary approach to transition patients to adult care |

**Assessment Models or Tools**
- Direct observation
- End-of-rotation evaluations
- Evaluation of conference presentations
- Evaluation of transplant patient notes

**Curriculum Mapping**
- Kelly, Deirdre A., John C. Bucuvalas, Estella M. Alonso, Saul J. Karpen, Upton Allen, Michael Green, Douglas Farmer, Eyal Shemesh, and Ruth A. McDonald; American
## Medical Knowledge 1: Clinical Knowledge of Pediatric Transplant Hepatology (Non-Procedural)

**Overall Intent:** To acquire, possess, and demonstrate the facts, concepts, and ideas related to the field of transplant hepatology in order to provide patient care and communicate with other medical professionals.

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Demonstrates basic knowledge of liver disorders, including diagnostic, therapeutic/pharmacologic categories for prevention and treatment of disease | - Understands the signs and symptoms of biliary atresia  
- Knows the diagnostic criteria for acute liver failure  
- Lists indications for liver transplantation  
- Describes the time-sensitive nature of biliary atresia and how delayed diagnosis/management could impact outcomes  
- Knows the etiologies of acute liver failure  
- Understands technical variations in surgical approaches of transplant  
- Identifies appropriate antirejection medications based on medical comorbidities  
- Understands pathophysiology and presentation of biliary atresia, describes next steps in diagnosis, and recognizes poor biliary drainage post-Kasai  
- Lists age-appropriate workup for acute liver failure  
- Understands how donor characteristics influence post-operative complications  
- Discusses factors to consider when deciding between Kasai and primary transplant for a patient with biliary atresia  
- Knows the listing criteria for a patient with acute liver failure  
- Understands how aspects of the liver transplant surgery could influence post-operative complications  
- Discusses ongoing clinical trials for biliary atresia patients who are post-Kasai  
- Recommends expanding donor criteria to help mitigate wait list mortality  
- Stays up to date on past and current literature on management of acute-on-chronic liver failure |

**Assessment Models or Tools**
- Case-based discussion
- Direct observation

**Curriculum Mapping**

**Notes or Resources**
## Medical Knowledge 2: Clinical Reasoning for Pediatric Transplant Hepatology

**Overall Intent:** To provide specialty-specific care for patients with liver diseases and post-liver transplant

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Creates a differential diagnosis and considers next steps in diagnostic evaluation | ● Needs assistance listing causes of elevated liver enzymes in a post-liver transplant patient  
● Develops a differential diagnosis for fever in a patient with cirrhosis |
| **Level 2** Creates a focused differential diagnosis and develops a diagnostic evaluation | ● Lists most common causes of elevated liver enzymes in a post-liver transplant patient  
● Develops a focused differential diagnosis for fever in a patient with cirrhosis |
| Maintains a fixed differential diagnosis despite new information          |                                                                                               |
| **Level 3** Independently creates a prioritized differential diagnosis for a common patient presentation and develops a diagnostic evaluation | ● Prioritizes post-transplant lymphoproliferative disorders (PTLD) in a post-transplant patient with fever, Epstein-Barr virus (EBV) viremia, and lymphadenopathy on exam and understands need for cross-sectional imaging  
● Adds drug-induced liver injury to the differential when a detailed history reveals recent use of herbal remedies |
| Consistently incorporates new information to adjust differential diagnosis |                                                                                               |
| **Level 4** Independently creates a prioritized differential diagnosis for a less common patient presentation and develops a diagnostic evaluation | ● Synthesizes history and physical and diagnostic testing in a patient admitted with acute-on-chronic liver failure  
● Does not anchor on acute rejection in a patient at risk for disease recurrence post-transplant |
| Consistently evaluates and adjusts differential diagnosis integrating available new information and recognizes factors that lead to bias |                                                                                               |
| **Level 5** Recognizes rare presentations of common diagnoses and/or presentations of rare diagnoses and develops a diagnostic evaluation | ● Recognizes that new onset of an erythematous maculopapular rash in a post-transplant patient raises graft-versus-host disease (GVHD) as a likely etiology  
● Identifies potential toward anchoring bias and leads multidisciplinary conference to obtain input |
| *Is aware of cognitive biases and demonstrates behaviors to overcome them*  |                                                                                               |
| Assessment Models or Tools                                               | ● Conference participation  
● Direct observation  
● Formative evaluation  
● Summative evaluation |
<table>
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<tr>
<th>Curriculum Mapping</th>
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</table>
**Systems-Based Practice 1: Patient Safety**

**Overall Intent:** To engage in the analysis and management of patient safety events, including relevant communication with patients, their families, and health care professionals

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Demonstrates knowledge of common patient safety events          | • Lists common patient safety events such as delayed timing of immunosuppression for liver transplant recipients  
  Demonstrates knowledge of how to report patient safety events              | • Recognizes “patient safety reporting system” or “patient safety hotline” as ways to report safety events                                                                                                 |
| **Level 2** Identifies system factors that lead to patient safety events    | • Identifies that electronic health record (EHR) default timing of orders as “routine” (without changing to “stat”) may lead to delays in medication administration time  
  Reports patient safety events through institutional reporting systems (simulated or actual) | • Identifies that medication formulation and dosing may cause confusion and lead to the incorrect dosing administration  
  ● Reports delayed antibiotic administration time using the appropriate reporting mechanism |
| **Level 3** Participates in analysis of patient safety events (simulated or actual) | • Participates in department morbidity and mortality presentations  
  Participates in disclosure of patient safety events to patients and families (simulated or actual) | • Participates in a quality improvement project aimed at patient safety  
  ● With the support of an attending or risk management team member, participates in the disclosure of a procedural complication to a patient’s family |
| **Level 4** Conducts analysis of patient safety events and offers error prevention strategies (simulated or actual) | • Participates in a simulated or actual root cause analysis related to an adverse event in a patient who is pre- or post-liver transplant  
  Discloses patient safety events to patients and families (simulated or actual) | • Recognizes biases among team members as a patient safety issue  
  ● Following consultation with risk management and other team members, independently discloses a procedural complication to a patient’s family |
| **Level 5** Actively engages teams and processes to modify systems to prevent patient safety events | • Develops a team-based process to prevent discharge errors  
  Role models or mentors others in the disclosure of patient safety events     | • Conducts a simulation demonstrating techniques and approaches for disclosing patient safety events  
  ● Mentors a resident or fellow through the disclosure of patient safety events |

**Assessment Models or Tools** • Case-based discussion
## Curriculum Mapping

- Direct observation
- Medical record (chart) review

## Notes or Resources

## Systems-Based Practice 2: Quality Improvement

**Overall Intent:** To understand and implement quality improvement methodologies to improve patient care

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Demonstrates knowledge of basic quality improvement methodologies and metrics | ● Describes fishbone diagram  
● Describes components of a “Plan-Do-Study-Act” cycle                                                                                     |
| **Level 2** Describes local quality improvement initiatives (e.g., community vaccination rate, infection rate, smoking cessation) | ● Describes clinic initiatives to improve immunosuppression compliance among transplant recipients  
● Describes an initiative to improve patient vaccination rates                                                                                     |
| **Level 3** Participates in local quality improvement initiatives          | ● Participates in an ongoing interdisciplinary project to improve medication reconciliation  
● Collaborates on a project to improve inpatient discharge instructions for immunosuppression after liver transplantation with the pharmacy team |
| **Level 4** Demonstrates the skills required to identify, develop, implement, and analyze a quality improvement project | ● Develops and implements a quality improvement project to optimize transition to adult liver transplant program  
● In developing a quality improvement project, considers team bias and social determinants of health in patient populations |
| **Level 5** Creates, implements, and assesses quality improvement initiatives at the institutional or community level | ● Becomes the center lead for a national multicenter quality improvement initiative on vaccinations for liver transplant recipients and shares results through a formal presentation |

**Assessment Models or Tools**

● Direct observation  
● Poster or other presentation evaluation  
● Publication

**Curriculum Mapping**

●

**Notes or Resources**

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6314353/.  
https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5931739/.
## Systems-Based Practice 3: System Navigation for Patient-Centered Care – Coordination of Care

**Overall Intent:** To effectively navigate the health care system, including the interdisciplinary team and other care practitioners; to adapt care to a specific patient population to ensure high-quality patient outcomes

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> Lists the various interprofessional individuals involved in the patient's care coordination</td>
<td>● Identifies the team members necessary to care for a patient with liver disease</td>
</tr>
<tr>
<td></td>
<td>● Identifies access to care and insurance coverage as social determinants of health</td>
</tr>
<tr>
<td><strong>Level 2</strong> Coordinates care of patients in routine clinical situations, incorporating interprofessional teams with consideration of patient and family needs</td>
<td>● Coordinates home health and subspecialty care for a child with Alagille syndrome</td>
</tr>
<tr>
<td></td>
<td>● Coordinates with outpatient dietician for a child with biliary atresia requiring supplemental tube feeds</td>
</tr>
<tr>
<td><strong>Level 3</strong> Coordinates care of patients in complex clinical situations, effectively utilizing the roles of interprofessional teams, and incorporating patient and family needs and goals</td>
<td>● Works with pharmacy and case management to ensure that patients have access to medications</td>
</tr>
<tr>
<td></td>
<td>● Recognizes that marginalized communities may have additional barriers to access and the need to involve a social worker in finding community resources</td>
</tr>
<tr>
<td><strong>Level 4</strong> Coordinates interprofessional, patient-centered care among different disciplines and specialties, actively assisting families in navigating the health care system</td>
<td>● During inpatient rotations, arranges a multidisciplinary meeting and leads team members in a complex case discussion</td>
</tr>
<tr>
<td></td>
<td>● Advocates for rescheduling a patient who missed several subspecialty appointments due to socioeconomic barriers and helps to arrange transportation</td>
</tr>
<tr>
<td><strong>Level 5</strong> Coaches others in interprofessional, patient-centered care coordination</td>
<td>● Leads an initiative to educate team members about home health services or medical home model for medically complex children, including discussion of health care disparities</td>
</tr>
<tr>
<td></td>
<td>● Coaches and mentors other learners in how to run a multidisciplinary team meeting for a child with complex health care needs</td>
</tr>
</tbody>
</table>

### Assessment Models or Tools
- Direct observation
- Medical record (chart) audit
- Multisource feedback/clinical observations
- Review of discharge planning documentation

### Curriculum Mapping
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### Notes or Resources
- The published literature has many examples of descriptive studies, and results of interventions focus on hand-offs and care transitions within hepatology and inflammatory bowel disease. These papers can serve as tools for journal club or to guide the development of a quality improvement project.

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1 Uses a standard template for transitions of care/hand-offs</strong></td>
<td>● When handing off to colleagues for a weekend, reads verbatim from a templated hand-off but lacks context</td>
</tr>
</tbody>
</table>
| **Level 2 Adapts a standard template, recognizing key elements for safe and effective transitions of care/hand-offs in routine clinical situations** | ● Routinely uses a standardized hand-off for a stable patient, verbalizes a basic understanding of active problems, and provides basic contingency plans  
  ● Discusses a patient who will need follow up in liver clinic with nurse coordination and determines timing of next labs                                                                                                                                            |
| **Level 3 Performs safe and effective transitions of care/hand-offs in complex clinical situations, and ensures closed-loop communication** | ● Routinely uses a standardized hand-off when transferring a patient to the intensive care unit, with direct communication of clinical reasoning  
  ● Performs the hand-off for a liver transplant recipient with a succinct summary by problem or system, a timeline for outpatient follow-up, with clearly delineated responsibilities                                                                                                                 |
| **Level 4 Performs and advocates for safe and effective transitions of care/hand-offs within and across health care delivery systems, including transitions to adult care** | ● Prior to going on vacation, proactively seeks out colleagues to follow-up test results that are still pending with specific instructions and contingency plans for the follow-up visit with the patient/family  
  ● Ensures a thorough hand-off, including the patient’s cultural preferences and social needs, to the identified new adult practitioners  
  ● Direct observation  
  ● Clinical evaluations  
  ● Review of sign-out tools, use and review of checklists  
  ● Standardized hand-off checklist                                                                                                                                                                                                                                 |
| **Level 5 Coaches others in improving transitions of care within and across health care delivery systems to optimize patient outcomes** | ● Develops and implements a process for team members to follow when transitioning liver transplant recipients to adult transplant centers                                                                                                                                                                                                 |

**Assessment Models or Tools**

- Direct observation
- Clinical evaluations
- Review of sign-out tools, use and review of checklists
- Standardized hand-off checklist

**Curriculum Mapping**

### Systems-Based Practice 5: Population and Community Health

**Overall Intent:** To promote and improve health across communities and populations through patient care and advocacy, including public education and elimination of structural racism.

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Demonstrates awareness of population and community health needs and disparities | ● Identifies that social issues and trauma can impact children with liver disease  
● Identifies and helps navigate socioeconomic barriers in the treatment of a child with hepatitis C |
| **Level 2** Identifies specific population and community health needs and disparities; identifies local resources | ● Discusses the impact of race and place of residence on outcomes for children with liver disease |
| **Level 3** Uses local resources effectively to meet the needs and reduce health disparities of a patient population and community | ● Connects patients who have limited English language proficiency with community health care workers who can guide the patient through the medical system |
| **Level 4** Adapts practice to provide for the needs of and reduce health disparities of a specific population | ● Participates in an advocacy project to improve telehealth access for patients who reside in rural areas  
● Creates a process to identify patient mental health issues and refer to appropriate services  
● Advocates for exception points, and the use of living donors in children belonging to racial minorities |
| **Level 5** Advocates at the local, regional, or national level for populations and communities with health care disparities | ● Participates in the public comment process for upcoming changes in pediatric liver allocation during regional UNOS meetings |

**Assessment Models or Tools**

- Case presentations
- Direct observation
- Multisource feedback

**Curriculum Mapping**


### Systems-Based Practice 6: Physician Role in Health Care Systems

**Overall Intent:** To understand the physician’s role in health systems science to optimize patient care delivery, including cost-conscious care

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1 Engages with patients and other providers in discussions about cost-conscious care and key components of the health care delivery system</strong></td>
<td>● Considers the differences in cost burden for a patient in the hospital versus being closely followed as an outpatient</td>
</tr>
</tbody>
</table>
| **Level 2 Identifies the relationships between the delivery system and cost-conscious care and the impact on the patient care** | ● Considers cost when ordering lab evaluation for an adolescent with isolated indirect hyperbilirubinemia  
● Ensures that a patient hospitalized with a new diagnosis has outpatient laboratory orders and scheduled outpatient follow-up appointment at the time of discharge                                                                                                                                 |
| **Level 3 Discusses the need for changes in clinical approaches based on evidence, outcomes, and cost-effectiveness to improve care for patients and families** | ● Discusses pros and cons of endoscopic variceal screening as a tool for primary prophylaxis in patient with portal hypertension  
● Adapts plan to minimize costs and provides appropriate care for an uninsured patient                                                                                                                                                                                            |
| **Level 4 Advocates for the promotion of safe, quality, and high-value care** | ● Develops an action plan for discharging children with cirrhosis to minimize hospital readmissions  
● Creates a checklist of labs and imaging tests for infants with cholestasis                                                                                                                                                                                                 |
| **Level 5 Coaches others to promote safe, quality, and high-value care across health care systems** | ● Educates community pediatricians and neonatologists about updates on newborn screening and early detection of biliary atresia, and institutes a streamlined referral process for timely evaluation of an infant with cholestasis                                                                                       |

**Assessment Models or Tools**
- Direct observation
- Multisource feedback

**Curriculum Mapping**
### Practice-Based Learning and Improvement 1: Evidence-Based and Informed Practice

**Overall Intent:** To practice evidence-based medicine that is tailored to the specific needs of individual patients and patient populations

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> <em>Develops an answerable clinical question and demonstrates how to access available evidence, with guidance</em></td>
<td>Identifies a question such as, “How do you manage patients with acute liver failure?” but needs guidance to focus it into a searchable question</td>
</tr>
<tr>
<td><strong>Level 2</strong> <em>Independently articulates clinical question and accesses available evidence</em></td>
<td>Formulates a focused, answerable question and appropriately searches the medical literature to answer a clinical question</td>
</tr>
<tr>
<td><strong>Level 3</strong> <em>Locates and applies the evidence, integrated with patient preference, to the care of patients</em></td>
<td>Uses the most current literature for the management of children with liver disease and transplant-related issues</td>
</tr>
</tbody>
</table>
| **Level 4** *Critically appraises and applies evidence, even in the face of uncertainty and conflicting evidence to guide care tailored to the individual patient* | Recognizes center variability in the management of post-transplant patients and lack of standard of care for some liver and transplant-related issues and tailors management depending on patient’s unique characteristics  
Demonstrates ability to critically appraise literature |
| **Level 5** *Coaches others to critically appraise and apply evidence for complex patients* | Participates in the development of clinical guidelines on a national committee  
Role models and coaches others in creating efficient and effective search strategies to answer clinical questions |

#### Assessment Models or Tools
- Direct observation
- Presentation evaluation
- Scholarly project

#### Curriculum Mapping

#### Notes or Resources
|---|
### Practice-Based Learning and Improvement 2: Reflective Practice and Commitment to Personal Growth

**Overall Intent:** To continuously improve patient care based on self-evaluation and lifelong learning

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1 Participates in feedback sessions</strong></td>
<td>● Attends scheduled feedback sessions</td>
</tr>
<tr>
<td>Develops personal and professional goals, with assistance</td>
<td>● Sets a goal to improve clinical and procedural skills</td>
</tr>
<tr>
<td><strong>Level 2 Demonstrates openness to feedback and performance data</strong></td>
<td>● Acknowledges concerns about timely note completion and works with clinic preceptor to</td>
</tr>
<tr>
<td>Designs a learning plan based on established goals, feedback, and performance data, with assistance</td>
<td>develop goals for improvement</td>
</tr>
<tr>
<td><strong>Level 3 Seeks and incorporates feedback and performance data episodically</strong></td>
<td>● Develops a plan to explore own biases and how they impact patient care</td>
</tr>
<tr>
<td>Designs and implements a learning plan by analyzing and reflecting on the factors which contribute to gap(s) between performance expectations and actual performance</td>
<td></td>
</tr>
<tr>
<td><strong>Level 4 Seeks and incorporates feedback and performance data consistently</strong></td>
<td>● Acknowledges feedback received while performing procedures and arranges ways to increase exposure</td>
</tr>
<tr>
<td>Adapts a learning plan using long-term professional goals, self-reflection, and performance data to measure its effectiveness</td>
<td>● Recognizes lack of exposure to certain disease processes and works with supervisor to identify patients with such conditions coming to clinic</td>
</tr>
<tr>
<td><strong>Level 5 Role models and coaches others in seeking and incorporating feedback and performance data</strong></td>
<td>● Actively seeks feedback in areas and changes practices</td>
</tr>
<tr>
<td>Demonstrates continuous self-reflection and coaching of others on reflective practice</td>
<td>● Develops a lecture based on gaps of knowledge that have been self-identified</td>
</tr>
<tr>
<td>Assessment Models or Tools</td>
<td>● Helps a junior learner schedule reoccurring time to discuss feedback with a supervisor</td>
</tr>
<tr>
<td></td>
<td>● Provides career mentoring to learners to review clinical practice goals and academic aspirations</td>
</tr>
<tr>
<td></td>
<td>● Guides other learners and team members in reflecting on their own implicit biases</td>
</tr>
<tr>
<td></td>
<td>● Direct observation</td>
</tr>
<tr>
<td></td>
<td>● Multisource feedback</td>
</tr>
<tr>
<td></td>
<td>● Review of learning plan</td>
</tr>
<tr>
<td>Curriculum Mapping</td>
<td></td>
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<tr>
<td>--------------------</td>
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</tr>
<tr>
<td>Notes or Resources</td>
<td></td>
</tr>
</tbody>
</table>
## Professionalism 1: Professional Behavior

**Overall Intent:** To demonstrate ethical and professional behaviors, promote these behaviors in others, and use appropriate resources to manage professional dilemmas

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Identifies expected professional behaviors and potential triggers for lapses | • Identifies fatigue as a trigger for lapses in professionalism  
• Acknowledges the importance of the pediatric transplant hepatologist in providing accurate, timely information to services requesting consultation |
| Identifies the value and role of pediatric transplant hepatology as a vocation/career |                                                                                                                                                                                                          |
| **Level 2** Demonstrates professional behavior with occasional lapses      | • After appearing late for own presentation at morning conference, identifies this lapse, and immediately apologizes to peers and attendings upon arrival  
• Asks attending for help in telling a patient and patient’s family about delayed report of a biopsy result |
| Demonstrates accountability for patient care as a pediatric transplant hepatologist, with guidance |                                                                                                                                                                                                          |
| **Level 3** Maintains professional behavior in increasingly complex or stressful situations | • Advocates for an individual patient’s needs in a humanistic and professional manner despite aggressive parental demands  
• Ensure timely follow-up on biopsy results without prompting on an intensive care unit patient |
| Fully engages in patient care and holds oneself accountable                |                                                                                                                                                                                                          |
| **Level 4** Recognizes situations that may trigger professionalism lapses and intervenes to prevent lapses in self and others | • Provides feedback to residents who are speaking inappropriately about a patient scenario  
• Volunteers to assist colleagues with seeing patients when the clinic or inpatient service is busier than normal |
| Exhibits a sense of duty to patient care and professional responsibilities  |                                                                                                                                                                                                          |
| **Level 5** Models professional behavior and coaches others when their behavior fails to meet professional expectations | • Mentors colleagues regarding handling difficult patient scenarios  
• Serves on the board of a patient advocacy group as a medical consultant |
| Extends the role of the pediatric transplant hepatologist beyond the care of patients by engaging with the community, specialty, and medical profession as a whole |                                                                                                                                                                                                          |
| Assessment Models or Tools                                                | • Direct observation  
• Multisource feedback  
• Oral or written self-reflection |
Below are resources that define professionalism and seek to focus it on what key knowledge, skills, and attitudes are required to ensure public trust and promote integrity within the profession. It is important to note a historical context in which the informal and formal assessment of “professionalism” has extended beyond these ideals to negatively impact the careers of women, LGBTQIA+ people, and underrepresented minorities in medicine. Explicitly, examples of this have included the way in which women, minoritized learners, and LGBTQIA+ learners have been targeted for certain forms of self-expression of racial, ethnic, or gender identity. The assessment of professionalism should seek to be anti-racist and eliminate all forms of bias.

<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Title</th>
<th>Journal</th>
<th>Year</th>
<th>DOI</th>
<th>Notes</th>
</tr>
</thead>
</table>
### Professionalism 2: Ethical Principles

**Overall Intent:** To recognize and address common and complex ethical dilemmas

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
</table>
| **Level 1** Demonstrates knowledge of the ethical principles underlying informed consent, surrogate decision making, advance directives, confidentiality, error disclosure, stewardship of limited resources, and related topics | ● Recognizes need to contact a social worker in anticipation of performing a procedure on a patient who is in state custody  
● Asks about resources for acknowledging an error on the inpatient service |
| **Level 2** Applies ethical principles in common situations | ● Discusses with attending next steps in disclosure of a positive pregnancy test in a posttransplant adolescent |
| **Level 3** Analyzes complex situations using ethical principles to address conflict/controversy; seeks help when needed to manage and resolve complex ethical situations | ● Considers treatment options for a patient in acute liver failure who also has seizures and developmental delay |
| **Level 4** Manages and seeks to resolve ethical dilemmas using appropriate resources (e.g., ethics consultations, literature review, risk management/legal consultation) | ● Appropriately uses ethics resources to discuss end-of-life care of a child in the intensive care unit on the liver transplant waitlist whose clinical status is deteriorating |
| **Level 5** Called upon by others to consult in cases of complex ethical dilemmas; identifies and seeks to address system-level factors that induce or exacerbate | ● Leads discussion at an ethics consult for a patient with liver failure whose parents have declined transplant evaluation |

**Assessment Models or Tools**

- Direct observation
- Multisource feedback
- Oral or written self-reflection

**Curriculum Mapping**

<table>
<thead>
<tr>
<th>Source</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domen, Ronald E., Kristen Johnson, Richard</td>
<td>Professionalism in Pathology: A Case-Based Approach as a Potential</td>
</tr>
<tr>
<td>Michael Conran, Robert D. Hoffman, Miriam</td>
<td>Education Tool.&quot; Archives of Pathology and Laboratory Medicine</td>
</tr>
</tbody>
</table>
### Professionalism 3: Accountability/Conscientiousness

**Overall Intent:** To take responsibility for one's own actions and their impact on patients and other members of the health care team

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> Performs tasks and responsibilities, with prompting</td>
<td>● Responds to reminders from program administrator to complete work hour logs</td>
</tr>
</tbody>
</table>
| **Level 2** Performs tasks and responsibilities in a timely manner in routine situations | ● Completes administrative tasks by specified due date  
● Completes basic tasks in anticipation of inability to access computer while traveling |
| **Level 3** Performs tasks and responsibilities in a thorough and timely manner in complex or stressful situations | ● Identifies multiple competing demands when caring for patients, appropriately triages tasks, and appropriately seeks help from other team members |
| **Level 4** Coaches others to ensure tasks and responsibilities are completed in a thorough and timely manner in complex or stressful situations | ● Coaches junior fellows on taking responsibility for incomplete communication during sign-out |
| **Level 5** Creates strategies to enhance others’ ability to efficiently complete tasks and responsibilities | ● Organizes a multidisciplinary team meeting in order to develop an improved process for discharging patients with complex medical care needs |

**Assessment Models or Tools**
- Compliance with deadlines and timelines
- Direct observation
- Multisource feedback
- Self-evaluations and reflective tools
- Simulation

**Curriculum Mapping**
- Institution/GME code of ethics
- Code of conduct from fellow/resident institutional manual
- Expectations of fellowship program regarding accountability and professionalism
### Professionalism 4: Well-Being

**Overall Intent:** To identify resources to manage and improve well-being

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> Recognizes the importance of addressing personal and professional well-being</td>
<td>● Recognizes that personal stress may require a change in schedule</td>
</tr>
<tr>
<td><strong>Level 2</strong> Describes institutional resources that are meant to promote well-being</td>
<td>● Identifies well-being resources such as meditation apps and mental health resources for students, residents, and fellows available through the program and institution</td>
</tr>
<tr>
<td><strong>Level 3</strong> Recognizes institutional and personal factors that impact well-being</td>
<td>● Prioritizes a set of activities that bring joy and personal fulfilment and emphasizes these activities in times of need</td>
</tr>
<tr>
<td><strong>Level 4</strong> Describes interactions between institutional and personal factors that impact well-being</td>
<td>● Discusses a plan to mitigate the tension between a busy schedule and time with family</td>
</tr>
<tr>
<td><strong>Level 5</strong> Coaches and supports colleagues to optimize well-being at the team, program, or institutional level</td>
<td>● Leads organizational efforts to address clinician well-being</td>
</tr>
</tbody>
</table>

**Assessment Models or Tools**
- Direct observation
- Group interview or debrief
- Individual interview
- Institutional online training modules
- Self-assessment and personal learning plan

**Curriculum Mapping**
- 

**Notes or Resources**
- This subcompetency is not intended to evaluate a fellow’s well-being, but to ensure each fellow has the fundamental knowledge of factors that impact well-being, the mechanisms by which those factors impact well-being, and available resources and tools to improve well-being.
- Local resources, including employee assistance and employee/student health services
### Interpersonal and Communication Skills 1: Patient- and Family-Centered Communication

**Overall Intent:** To establish a therapeutic relationship with patients and their families, tailor communication to the needs of patients and their families, and effectively navigate difficult/sensitive conversations

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> Demonstrates respect and attempts to establish rapport</td>
<td>● Introduces self and faculty member, identifies patient and others in the room, and engages all appropriate parties in health care discussion</td>
</tr>
<tr>
<td>Attempts to adjust communication strategies based upon patient/family</td>
<td>● Identifies need for trained interpreter for patients with limited English proficiency or hearing impairment, with prompting</td>
</tr>
<tr>
<td>Level 2 Establishes a therapeutic relationship in straightforward encounters</td>
<td>● Listens to concerns of patient’s parents at the beginning of a visit with a child with acute-on-chronic liver disease</td>
</tr>
<tr>
<td>Adjusts communication strategies as needed to mitigate barriers and meet patient/family expectations</td>
<td>● When seeing a distraught teenager with liver disease, adjusts communication strategies to meet patient/family needs</td>
</tr>
<tr>
<td>Notes or Resources</td>
<td>Sources</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• National LGBTQIA+ Health and Education Center: <a href="https://www.lgbtqiahealtheducation.org/">https://www.lgbtqiahealtheducation.org/</a>.</td>
<td></td>
</tr>
</tbody>
</table>
### Interpersonal and Communication Skills 2: Interprofessional and Team Communication

**Overall Intent:** To communicate effectively with the health care team, including consultants

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> Respectsfully requests a consultation, with guidance</td>
<td>● Requests a nephrology consultation for a patient with cirrhosis and renal dysfunction and formulates question with attending guidance. ● Recognizes the important roles of nursing, the primary care team, and other consultants.</td>
</tr>
<tr>
<td>Identifies the members of the interprofessional team</td>
<td></td>
</tr>
<tr>
<td><strong>Level 2</strong> Clearly and concisely requests consultation by communicating patient information</td>
<td>● When requesting a consult from the infectious disease team, clearly and concisely describes the recent history of a child post-transplant on immunosuppression with fever. ● Contacts the dietician to comanage a patient with cirrhosis and ascites to discuss decreasing the sodium in the parenteral nutrition.</td>
</tr>
<tr>
<td>Participates within the interprofessional team</td>
<td></td>
</tr>
<tr>
<td><strong>Level 3</strong> Formulates a specific question for consultation and tailors communication strategy</td>
<td>● After a consultation has been completed, communicates with the primary care team to verify they have received and understand the recommendations. ● Using closed-loop communication with the liver transplant team social worker, ensures that a patient has received specialized formula that was ordered to home.</td>
</tr>
<tr>
<td>Uses bi-directional communication within the interprofessional team</td>
<td></td>
</tr>
<tr>
<td><strong>Level 4</strong> Coordinates consultant recommendations to optimize patient care</td>
<td>● Initiates a multidisciplinary meeting to develop a shared care plan for a patient with Alagille syndrome. ● Plans and leads a multidisciplinary team meeting for a patient with advanced liver disease, hepatorenal syndrome, and pulmonary hypertension.</td>
</tr>
<tr>
<td>Facilitates interprofessional team communication</td>
<td></td>
</tr>
<tr>
<td><strong>Level 5</strong> Maintains a collaborative relationship with referring providers that maximizes adherence to practice recommendations</td>
<td>● Continues to touch base with consultants regularly to update patient care plan after discharge from the hospital. ● Mediates a conflict among members of the health care team about a difficult decision regarding listing a patient for liver transplant.</td>
</tr>
<tr>
<td>Coaches others in effective communication within the interprofessional team</td>
<td></td>
</tr>
</tbody>
</table>

**Assessment Models or Tools**
- Clinical evaluations
- Direct observation
- Simulation

**Curriculum Mapping**

**Notes or Resources**


### Interpersonal and Communication Skills 3: Communication within Health Care Systems

**Overall Intent:** To effectively communicate using a variety of tools and methods

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong> Records accurate information in the patient record</td>
<td>- Corrects progress note after attending identifies outdated plan</td>
</tr>
<tr>
<td>Identifies the importance of and responds to multiple forms of communication (e.g., in-person, electronic health record (EHR), telephone, email)</td>
<td>- Understands that communication with a patient’s family should be through a secure patient portal or by phone</td>
</tr>
<tr>
<td><strong>Level 2</strong> Records accurate and timely information in the patient record</td>
<td>- Provides organized and accurate documentation that supports the treatment plan and limits extraneous information</td>
</tr>
<tr>
<td>Selects appropriate method of communication, with prompting</td>
<td>- Asks resident to call nurse with urgent request for labs after rounds</td>
</tr>
<tr>
<td><strong>Level 3</strong> Concisely documents updated, prioritized, diagnostic and therapeutic reasoning in the patient record</td>
<td>- Produces concise documentation that reflects complex clinical thinking and planning</td>
</tr>
<tr>
<td>Aligns type of communication with message to be delivered (e.g., direct and indirect) based on urgency and complexity</td>
<td>- Effectively communicates with team members, including triaging urgency of communication and most appropriate communication method</td>
</tr>
<tr>
<td>- Recognizes value of in-person conversations</td>
<td></td>
</tr>
<tr>
<td><strong>Level 4</strong> Documents diagnostic and therapeutic reasoning, including anticipatory guidance</td>
<td>- Documentation is consistently accurate, organized, and concise; reflects complex clinical reasoning and frequently incorporates contingency planning</td>
</tr>
<tr>
<td>Demonstrates exemplary written and verbal communication</td>
<td>- Communicates effectively and proactively with collaborating physicians and teams, and identifies communication gaps</td>
</tr>
<tr>
<td><strong>Level 5</strong> Models and coaches others in documenting diagnostic and therapeutic reasoning</td>
<td>- Leads teams by modeling a range of effective tools and methods of communication that fit the context of a broad variety of clinical encounters</td>
</tr>
<tr>
<td>Coaches others in written and verbal communication</td>
<td>- Designs and facilitates an EHR order set or disease-specific note template that integrates effective communication among teams, departments, and institutions</td>
</tr>
<tr>
<td>Assessment Models or Tools</td>
<td>- Direct observation</td>
</tr>
<tr>
<td></td>
<td>- Evaluations</td>
</tr>
<tr>
<td></td>
<td>- Simulation</td>
</tr>
<tr>
<td>Curriculum Mapping</td>
<td>Notes or Resources</td>
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</tr>
</tbody>
</table>
### Interpersonal and Communication Skills 4: Complex Communication around Serious Illness

**Overall Intent:** To sensitively and effectively communicate about serious illness with patients and their families/caregivers

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1 Recognizes when a topic may be challenging when communicating with patients and their families</strong></td>
<td>• Recognizes importance of communicating prognosis to facilitate shared decision making, but is unable to do so independently</td>
</tr>
<tr>
<td><strong>Level 2 Assesses patients’ and patients’ families’ situational awareness and identifies preferences for receiving challenging information</strong></td>
<td>• Using open-ended questions and appropriate pauses, determines a patient’s/family’s understanding of prognosis and preferences for learning outcome data</td>
</tr>
</tbody>
</table>
| **Level 3 Communicates challenging information and attends to emotional responses of patients and patients’ families** | • Compassionately communicates a newly identified and unexpected complication, such as PTLD or portal vein stenosis, to a patient coming in for routine post-transplant care  
  • Remains calm and responds compassionately when a patient’s family has an unexpected emotional response upon hearing their child needs re-transplantation |
| **Level 4 Anticipates needs of patients and their families and tailors communication according to the situation, emotional response, and medical uncertainty** | • Engages family and multispecialty team of a patient with a catastrophic complication while awaiting liver transplant to discuss options, including possibility of removing from wait list  
  • Considers the autonomy of an adolescent patient who does not wish to pursue liver transplantation for metabolic liver disease despite the parents' wishes |
| **Level 5 Coaches others in the communication of challenging information** | • Serves as a role model in leading multidisciplinary care conferences  
  • Creates a teaching session for medical students on breaking bad news |

**Assessment Models or Tools**
- Direct observation
- Objective structured clinical examination
- Multisource feedback
- Simulation

**Curriculum Mapping**
- 

**Notes or Resources**
|---|
To help programs transition to the new version of the Milestones, the ACGME has mapped the original Milestones 1.0 to the new Milestones 2.0. Indicated below are the subcompetencies that are similar between versions. These are not exact matches, but are areas that include similar elements. Not all subcompetencies map between versions. Inclusion or exclusion of any subcompetency does not change the educational value or impact on curriculum or assessment.

<table>
<thead>
<tr>
<th><strong>Milestones 1.0</strong></th>
<th><strong>Milestones 2.0</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>PC1: Provide transfer of care that ensures seamless transitions</td>
<td>SBP4: System Navigation for Patient-Centered Care – Transitions in Care</td>
</tr>
<tr>
<td>PC2: Make informed diagnostic and therapeutic decisions that result in optimal clinical judgement</td>
<td>PC1: History and Physical Exam</td>
</tr>
<tr>
<td>PC3: Develop and carry out management plans</td>
<td>PC3: Patient Management in Pediatric Transplant Hepatology</td>
</tr>
<tr>
<td>MK1: Locate, appraise, and assimilate evidence from scientific studies related to their patients’ health problems</td>
<td>MK1: Clinical Knowledge of Pediatric Transplant Hepatology (Non-Procedural)</td>
</tr>
<tr>
<td>SBP1: Work effectively in various health care delivery settings and systems relevant to their clinical specialty</td>
<td>PBLI1: Evidence-Based and Informed Practice</td>
</tr>
<tr>
<td>SBP2: Coordinate patient care within the health care system relevant to their clinical specialty</td>
<td>SBP3: System Navigation for Patient-Centered Care – Coordination of Care</td>
</tr>
<tr>
<td>SBP3: Incorporate considerations of cost awareness and risk-benefit analysis in patient and/or population-based care as appropriate</td>
<td>SBP4: System Navigation for Patient-Centered Care – Transitions in Care</td>
</tr>
<tr>
<td>SBP4: Work in inter-professional teams to enhance patient safety and improve patient care quality</td>
<td>SBP5: Population and Community Health</td>
</tr>
<tr>
<td></td>
<td>ICS1: Patient- and Family-Centered Communication</td>
</tr>
<tr>
<td></td>
<td>ICS2: Interprofessional and Team Communication</td>
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<td>SBP6: Physician Role in Health Care Systems</td>
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</table>
| SBP5: Participate in identifying system errors and implementing potential systems solutions | SBP1: Patient Safety  
SBP2: Quality Improvement |
|---|---|
| PBLI1: Identifying strengths, deficiencies, and limits to one’s knowledge and expertise | PBLI1: Evidence-Based and Informed Practice  
PBLI2: Reflective Practice and Commitment to Personal Growth |
| PBLI2: Systemically analyze practice using quality improvement methods, and implement changes with the goal of practice improvement | SBP2: Quality Improvement  
PBLI2: Reflective Practice and Commitment to Personal Growth |
| PBLI3: Use information technology to optimize learning and care delivery | PBLI1: Evidence-Based and Informed Practice  
PBLI2: Reflective Practice and Commitment to Personal Growth |
| PROF1: Professional Conduct: High standards of ethical behavior which includes maintaining appropriate professional boundaries | PBLI1: Evidence-Based and Informed Practice  
PROF1: Professional Behavior  
PROF2: Ethical Principles |
| PROF2: Trustworthiness that makes colleagues feel secure when one is responsible for care of patients | PBLI1: Evidence-Based and Informed Practice  
PROF1: Professional Behavior  
PROF3: Accountability/Conscientiousness  
ICS1: Patient- and Family-Centered Communication |
| PROF3: Provide leadership skills that enhance team functioning, the learning environment, and/or the health care delivery system/environment with the ultimate intent of improving care of patients | PROF2: Ethical Principles  
PROF3: Accountability/Conscientiousness  
ICS2: Interprofessional and Team Communication  
ICS3: Communication within Health Care Systems |
| PROF4: The capacity to accept that ambiguity is part of clinical medicine and to recognize the need for and to utilize appropriate resources in dealing with uncertainty | PBLI1: Evidence-Based and Informed Practice  
PROF2: Ethical Principles  
ICS1: Patient- and Family-Centered Communication |
| PROF4: Well-Being | PBLI1: Evidence-Based and Informed Practice  
PROF2: Ethical Principles  
ICS1: Patient- and Family-Centered Communication |
| ICS1: Communicate effectively with physicians, other health professionals and health-related agencies | ICS2: Interprofessional and Team Communication  
ICS3: Communication within Health Care Systems |
| ICS2: Work effectively as a member or leader of a health care team or other professional group | PBLI2: Reflective Practice and Commitment to Personal Growth  
PROF3: Accountability/Conscientiousness  
ICS2: Interprofessional and Team Communication |
| ICS3: Act in a consultative role to other physicians and health professionals | MK2: Clinical Reasoning for Pediatric Transplant Hepatology  
ICS2: Interprofessional and Team Communication |
| ICS3: Communication within Health Care Systems |
| ICS4: Complex Communication around Serious Illness |
Available Milestones Resources

*Milestones 2.0: Assessment, Implementation, and Clinical Competency Committees Supplement, 2021* - [https://meridian.allenpress.com/jgme/issue/13/2s](https://meridian.allenpress.com/jgme/issue/13/2s)

*Milestones Guidebooks:* [https://www.acgme.org/milestones/resources/](https://www.acgme.org/milestones/resources/)
- Assessment Guidebook
- Clinical Competency Committee Guidebook
- Clinical Competency Committee Guidebook Executive Summaries
- Implementation Guidebook
- Milestones Guidebook

*Milestones Guidebook for Residents and Fellows:* [https://www.acgme.org/residents-and-fellows/the-acgme-for-residents-and-fellows/](https://www.acgme.org/residents-and-fellows/the-acgme-for-residents-and-fellows/)
- Milestones Guidebook for Residents and Fellows
- Milestones Guidebook for Residents and Fellows Presentation
- Milestones 2.0 Guide Sheet for Residents and Fellows

*Milestones Research and Reports:* [https://www.acgme.org/milestones/research/](https://www.acgme.org/milestones/research/)
- Milestones National Report, updated each fall
- Milestones Predictive Probability Report, updated each fall
- Milestones Bibliography, updated twice each year


Assessment Tool: Direct Observation of Clinical Care (DOCC) - [https://dl.acgme.org/pages/assessment](https://dl.acgme.org/pages/assessment)

Assessment Tool: Teamwork Effectiveness Assessment Module (TEAM) - [https://team.acgme.org/](https://team.acgme.org/)

Learn at ACGME has several courses on Assessment and Milestones - [https://dl.acgme.org/](https://dl.acgme.org/)