Provide timely and comprehensive verbal and written communication to patients/advocates  
ICS-A1

Effectively use verbal and nonverbal skills to create rapport with patients/families  
ICS-A2

Use communication skills to build a therapeutic relationship  
ICS-A3

Engage patients/advocates in shared decision making for uncomplicated diagnostic and therapeutic scenarios  
ICS-A4

Utilize patient centered educational strategies  
ICS-A5

Engage patient/advocates in shared decision making for difficult, ambiguous or controversial scenarios  
ICS-A6

Role model effective communication skills in challenging situations  
ICS-A8

Demonstrate sensitivity to differences in patients including but not limited to race, culture, gender, sexual orientation, socioeconomic status, literacy, and religious beliefs  
ICS-B2

Actively seek to understand patient differences and views and reflects this in respectful communication and shared decision-making with the patient and the healthcare team  
ICS-B3

Demonstrate empathy and compassion to all patients  
P-B1

Dress and behave appropriately  
P-F1

Recognize when it is necessary to advocate for individual patient needs  
P-G1

Effectively advocate for individual patient needs  
P-G2

Recognize and manage conflict when patient values differ from their own  
P-I2

Recognize that disparities exist in health care among populations and that they may impact care of the patient  
P-K1

EPA #9
<table>
<thead>
<tr>
<th>Advocates for appropriate allocation of limited health care resources</th>
<th>Consider alternative solutions provided by other teammates</th>
<th>Reflect awareness of common socio-economic barriers that impact patient care</th>
</tr>
</thead>
<tbody>
<tr>
<td>P-K3</td>
<td>SBP-B3</td>
<td>SBP-D1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Understand how cost-benefit analysis is applied to patient care (i.e., via principles of screening tests and the development of clinical guidelines)</th>
<th>Minimize unnecessary care including tests, procedures, therapies and ambulatory or hospital encounters</th>
<th>Demonstrate the incorporation of cost-awareness principles into standard clinical judgments and decision making</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBP-D2</td>
<td>SBP-E2</td>
<td>SBP-E3</td>
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<tr>
<th>Demonstrate the incorporation of cost-awareness principles into complex clinical scenarios</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBP-E4</td>
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</table>