

B. Clinical Communication Criteria

In the roleplay, there is evidence of the test taker ...

A. Indicators of relationship building	
A1	initiating the interaction appropriately (greeting, introductions, nature of interview)
A2	demonstrating an attentive and respectful attitude
A3	adopting a non-judgemental approach
A4	showing empathy for feelings/predicament/emotional state

B. Indicators of understanding & incorporating the patient's perspective	
B1	eliciting and exploring the patient's ideas/concerns/expectations
B2	picking up the patient's cues
B3	relating explanations to elicited ideas/concerns/expectations

C. Indicators of providing structure	
C1	sequencing the interview purposefully and logically
C2	signposting changes in topic
C3	using organising techniques in explanations

D. Indicators for information gathering	
D1	facilitating the patient's narrative with active listening techniques, minimising interruption
D2	using initially open questions, appropriately moving to closed questions
D3	NOT using compound questions/leading questions
D4	clarifying statements which are vague or need amplification
D5	summarising information to encourage correction/invite further information

E. Indicators for information giving	
E1	establishing initially what the patient already knows
E2	pausing periodically when giving information, using the response to guide next steps
E3	encouraging the patient to contribute reactions/feelings
E4	checking whether the patient has understood information
E5	discovering what further information the patient needs

A: Relationship building	
3	- Adept use
2	- Competent use
1	- Partially effective use
0	- Ineffective use

B: Understanding & incorporating the patient's perspective	
3	- Adept use
2	- Competent use
1	- Partially effective use
0	- Ineffective use

C: Providing structure	
3	- Adept use
2	- Competent use
1	- Partially effective use
0	- Ineffective use

D: Information gathering	
3	- Adept use
2	- Competent use
1	- Partially effective use
0	- Ineffective use

E: Information giving	
3	- Adept use
2	- Competent use
1	- Partially effective use
0	- Ineffective use

Speaking And Writing In Medicine The Art Of Communication

Clifford Frank Hawkins



Speaking And Writing In Medicine The Art Of Communication:

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