## Faculty Critique of Communication
### Clinical Encounters

### Select a Resident *

### Year of training: *

### Date of recording *

### Gender of the patient: *

### Was this the first or second recording of the session? *

### New patient or established patient to this resident: *

### Age of the patient: *

### Conversation Pre-work

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<th>N/A</th>
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<tbody>
<tr>
<td>A clear agenda was stated and the patient was invited to help finalize it</td>
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<tr>
<td>The resident created a safe, comfortable environment for the patient to express himself/herself freely</td>
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### Delivery

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<tbody>
<tr>
<td>The resident used VOICE effectively: (rate, pauses, tone, pitch, volume, articulation)</td>
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<tr>
<td>The resident explained the concepts/facts/key points CLEARLY</td>
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### Understanding

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</table>
The resident asked helpful questions effectively TO GATHER KEY FACTS

The resident asked helpful questions effectively TO DETERMINE IF THERE WAS AGREEMENT/ DISAGREEMENT WITH THE DIAGNOSIS AND TREATMENT PLAN

The resident facilitated mutual understanding by using: SUMMARIZATION & CHECKING FOR AGREEMENT

Non-Verbal
Never=1 Sometimes=2 Often=3 Frequently=4 Always=5 N/A=Not Applicable *

The resident responded appropriately to the patient's emotional reaction that unfolded during the conversation

Self-Awareness for Adjusting and Improving
Never=1 Sometimes=2 Often=3 Frequently=4 Always=5 N/A=Not applicable *

The resident was able to effectively steer or re-direct the conversation back to the agenda

The resident was able to offer differing viewpoints without escalating the emotional tenor of the conversation

The resident was able to apologize when he/she had created confusion or was in error

1-2 examples of what the resident did well during this encounter/1-2 examples of what the resident could have done differently *