

Faculty Critique of Communication

Clinical Encounters

Select a Resident *

Year of training: *

Date of recording *

 / / 

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

Gender of the patient: *

New patient or established patient to this resident: *

Age of the patient: *

Conversation Pre-work

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

	1	2	3	4	5	N/A
A clear agenda was stated and the patient was invited to help finalize it	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -
The resident created a safe, comfortable environment for the patient to express himself/herself freely	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

Delivery

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

	1	2	3	4	5	N/A
The resident used VOICE effectively : (rate, pauses, tone, pitch, volume, articulation)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -
The resident explained the concepts/facts/key points CLEARLY	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

Understanding

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

	1	2	3	4	5	N/A
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The resident asked helpful questions effectively TO GATHER KEY FACTS	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -
The resident asked helpful questions effectively TO DETERMINE IF THERE WAS AGREEMENT/ DISAGREEMENT WITH THE DIAGNOSIS AND TREATMENT PLAN	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -
The resident facilitated mutual understanding by using: SUMMARIZATION & CHECKING FOR AGREEMENT	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

Non-Verbal

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

	1	2	3	4	5	N/A
The resident responded appropriately to the patient's emotional reaction that unfolded during the conversation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

Self-Awareness for Adjusting and Improving

Never=1 Sometimes=2 Often=3 Frequently=4 Always=5 N/A=Not applicable *

	1	2	3	4	5	N/A
The resident was able to effectively steer or re-direct the conversation back to the agenda	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -
The resident was able to offer differing viewpoints without escalating the emotional tenor of the conversation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -
The resident was able to apologize when he/she had created confusion or was in error	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> -

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

Any other comments.