

COMMUNICATION SKILLS OBSERVATION TOOL**(Integrated PCCM skill set)** WACP and CFPSA collaboration.

Resident Doctor's Name: _____ Supervisor's Name: _____

Checklist score Each of the items below is an important skill in the consultation and should be rated separately. Rating should be at the performance expected from a family physician.	Shown (2 points)	Partially shown / not sure (1 point)	Not shown (0 points)
<p style="text-align: center;">Initiating the session</p> <p>1. Makes appropriate greeting / introduction and demonstrates interest and respect.</p> <p><i>Greets patient, obtains name, introduces self, attends to physical comfort of patient, shows interest and respect, establishes rapport.</i></p> <p>2. Identifies and confirms the patient's problem list or issues:</p> <p><i>Gives an opportunity for the patient to list all their issues or problems before exploring the initial problem e.g., "so headache, fever, anything else you would like to talk about?" Summarises and confirms the list with the patient.</i></p>			
Gathering information			
<p>3. Encourages the patient's contribution/story:</p> <p><i>By use of open and closed questions, attentive listening, facilitation skills and summarisation while responding to patient cues. As opposed to cutting off the patient, use of only closed questions in an interrogatory style.</i></p>			
<p>4. Makes an attempt to understand the patient's perspective:</p> <p><i>Elicits spontaneously and acknowledges the patient's perspective or uses specific questions– beliefs, concerns, expectations, and feelings.</i></p> <p>5. Thinks family, and obtains relevant family, social and occupational information:</p> <p><i>Elicits relevant information about the patient's household, family, occupation and environment.</i></p>			
<p>6. Obtains sufficient information to ensure no serious condition is likely to be missed:</p> <p><i>Elicits enough clinical information to establish a working diagnosis and ensure no serious condition is likely to be missed.</i></p>			