

Communication Skills Tool (CST)

Trainee RANZCR ID: _____ Clinical Supervisor: _____

Patient Details Initials: _____ Age: _____ Scenarios: _____ (drop-down list)

Brief description of the scenario

e.g. Discussion of rationale, logistics and side effects of post-mastectomy radiation therapy

Please consider the trainee's performance on items which are relevant to the patient interaction you are observing and provide specific feedback on how the trainee may improve toward an independent level of practice.

In some scenarios, not all items will be applicable. Please note 'n/a' in the comment box accordingly.

1. Establishes therapeutic relationships (including rapport)

- Greets and shows interest in the patient and patient's family
- Uses words that show care and concern throughout the interview
- Uses tone, pace, eye contact, and posture that show care and concern
- Responds explicitly to patient and family statements about ideas and feelings

e.g. 'Next time it might be helpful to introduce yourself to all the family members, ask their names and confirm their relationship to your patient'

2. Opens the discussion

- Asks open-ended question(s) to elicit patient's concerns
- Allows patient and family time to talk without interruption
- Explains and/or negotiates an agenda or reason for the visit

e.g. "Next time you could try something like: 'today I am going to talk with you about ... is that also your understanding?..'"

3. Gathers information (elicits further information)

- Clarifies details as necessary with more specific or "yes/no" questions
- Summarises and gives patient opportunity to correct or add information
- Transitions effectively to additional questions

4. Understands the patient's perspective

- Asks about life events, circumstances, other people that might affect health
- Demonstrates sensitivity to patient's personal circumstances, beliefs, cultural background and religion.
- Elicits/allows space for patient to express individual beliefs, concerns, expectations about illness and treatment

e.g. 'Re: the patient's concerns about radiation therapy, I had the sense there was something in the background relating to his sister dying after radiation therapy. You might want to explore that a little more another time'

5. Shares information accurately

- Accurately conveys seriousness of the patient's condition
- Explains participating clinician's roles/input in diagnostic and/or treatment plans
- Clearly presents and explains possible immediate next steps
- Provides sufficient information to assist with informed decision making

6. Reaches agreement

- Assesses patient comprehension of information provided and responds to any queries
- Asks about patient's ability to comply with diagnostic and/or treatment plans
- Obtains valid informed consent for treatment or inclusion in clinical trial, if relevant
- Identifies additional resources as appropriate

<p>7. Demonstrates empathy</p> <ul style="list-style-type: none"> • Clinician's demeanour is appropriate to the nature of the conversation • Shows compassion and concern • Identifies/labels/validates patient's and family's emotional responses • Responds appropriately to patient's and family's emotional cues
<p>8. Provides closure</p> <ul style="list-style-type: none"> • Asks if patient or family have questions, concerns or issues • Summarises and clarifies immediate next steps and contact arrangements • Acknowledges patient and family, and closes interview

Level of Entrustment:

Select the level which is indicative of the trainee's performance on this scenario.

<input type="checkbox"/> Level 1	<input type="checkbox"/> Level 2	<input type="checkbox"/> Level 3	<input type="checkbox"/> Level 4
Direct input	Substantial Guidance	Some Guidance	Competent
Requires direct instructions and inputs to fill knowledge gaps or to complete the encounter.	Requires guidance to complete the encounter. Specific steps or elements of steps omitted.	Requires minimal supervision, but some guidance. Minor improvement suggested.	Does not require guidance or support. Thoroughly addresses each step.

Clinical Supervisor signature: _____ Trainee signature: _____