

Feedback form: CE Communications Course

Date of attendance: _____

QUESTIONS	SCALE 1- Strongly disagree, 2- Disagree, 3- Neutral, 4- Agree, 5-Strongly Agree				
1. Are the materials sufficient for your learning needs?	1	2	3	4	5
2. Do you have sufficient time to go through the learning materials prior to attending the course?	1	2	3	4	5
3. In your opinion, is the venue conducive for the session?	1	2	3	4	5
4. Did the course meet your learning objectives?	1	2	3	4	5
5. Is the duration of the course ideal?	1	2	3	4	5
6. Are the teaching materials/aids used during the session sufficient for you?	1	2	3	4	5
7. Do you feel you are now better able to frame your communication?	1	2	3	4	5

Other comments

Thank you.

Assessment form for participants:

		Achieved	Lacking	Comments
I	Introduce			
	Identify			
	Information			
hear	Understand patient's perspective			
	In patient's language			
you	Agreement			
	Closure			

SCENARIOS SAMPLE

Communication Skills Station 1(SAMPLE)

INSTRUCTIONS TO CANDIDATE

This station assesses your ability to give accurate and relevant information.

This is a station consisting of spoken interaction. You will have up to 5 minutes beforehand to read this sheet and prepare yourself. You may make notes on the paper provided.

When the bell sounds you will be invited into the examination room. You may take this instruction sheet with you. The facilitator will not ask questions during the session and will feedback immediately after the session

You are not required to examine a patient.

The encounter should be focused on the task: you will be penalised for asking irrelevant questions or providing superfluous information. You will be marked on your ability to communicate, not the speed with which you convey information.

You may not have time to complete the communication exercise.

You are: A Registrar in Children Emergency.

You will be talking to: Madam Katijah, the mother of 8-month old Mikhail.

Setting: Children's Emergency

Background information:

Mikhail is an 8-month old baby who has fever for 2 days. As he developed a temperature of 39 degrees at home, the mother decided to bring him to Children Emergency today. She had administered paracetamol prior to coming to the hospital. At triage, Mikhail was afebrile and he was categorised as P3. After 3 hours, the mother has come in to the counter at observation area, angry and requesting to speak to a doctor.

Task: Explain to his mother about the long waiting time and reason for this in Children Emergency.

You are not expected to gather any further medical history during this consultation.

INSTRUCTIONS TO ROLE-PLAYER

You are: The mother of Mikhail, an 8-month old infant

Background information: Mikhail is your second child. He has been well till this episode of illness. He had fever for the last 2 days, associated with cough and running nose. He had a recorded temperature of 39 degrees today and you felt it was too high, requiring assessment in Children Emergency.

Your general feelings:

You are angry and worried.

- This is his first episode of illness
- Your elder son has history of febrile seizure and you fear Mikhail might have the same
- You felt that as his recorded temperature was high at home and his age, he should be seen earlier
- You also felt that the people who are triaging your son are nurses and they are not doctors
- Your elder son is alone at home with the helper and you are anxious to go home.

The following questions are for your guidance. They should not be asked as a list.

- Why is the waiting time so long?
- Why is his case not a priority?
- Is there any way to expedite the consultation?
- Why do I see patients who come after me entering the consult room first?
- What happens if his temperature spike again?

The main thing is to be CONSISTENT with your story and emotional response with each candidate.

INSTRUCTIONS TO FACILITATOR

This is a station consisting of spoken interaction between the candidate and role player. You should remain silent during the session and feedback after with the group.

Introduce yourself and the station and collect the mark sheet. Then introduce the candidate to the role player and retire to observe the candidate's performance.

If the candidate finishes early, you should check that they have finished. If yes, they should remain in the room until the session has ended.

Facilitator marking criteria:

Candidates should explain to mother:

- The reason for the long waiting time
- Different categories of cases and priority to be seen
- What can be done if the parents feel there are new changes to child's behaviour/ condition/ temperature while waiting
- Triage nurses have undergone special training to enable them to qualify in triaging patients

You should warn the candidate when there are 2-minutes remaining. Otherwise please remain silent.

If the candidate completes the task before time, you should check that they are finished. If yes, they should remain in the room until the session has ended.