

RANZCOG Assessment of Communication Skills

Kalamazoo Essential Elements Communication Checklist (adapted)

Trainee name:	Supervisor name:
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(please print)

Category		1 Poor	2 Fair	3 Good	4 Very Good	5 Excellent
(Please tick the appropriate box.)						
A.	Builds a Relationship (includes the following): <ul style="list-style-type: none"> • Greets and shows interest in patient as a person • Uses words that show care and concern throughout the interview • Uses tone, pace, eye contact, and posture that show care and concern 	<input type="checkbox"/>				
B.	Opens the discussion (includes the following): <ul style="list-style-type: none"> • Allows patient to complete opening statement without interruption • Asks <i>'Is there anything else?'</i> to elicit full set of concerns • Explains and/or negotiates an agenda for the visit 	<input type="checkbox"/>				
C.	Gathers Information (includes the following): <ul style="list-style-type: none"> • Begins with patient's story using open-ended questions (eg <i>'tell me about...'</i>) • Clarifies details as necessary with more specific or <i>'yes/no'</i> questions • Summarizes and gives patient opportunity to correct or add information • Transitions effectively to additional questions 	<input type="checkbox"/>				
D.	Understands the Patient's Perspective (includes the following): <ul style="list-style-type: none"> • Asks about life events, circumstances, other people that might affect health • Elicits patient's beliefs, concerns, and expectations about illness and treatment • Responds explicitly to patient's statements about ideas and feelings 	<input type="checkbox"/>				
E.	Shares information (includes the following): <ul style="list-style-type: none"> • Assesses patient's understanding of problem and desire for more information • Explains using words that patient can understand • Asks if patient has any questions 	<input type="checkbox"/>				
F.	Reaches agreement (if new/changed plan) (includes the following): <ul style="list-style-type: none"> • Includes patient in choices and decisions to the extent s/he desires • Checks for mutual understanding of diagnostic and/or treatment plans • Asks about patient's ability to follow diagnostic and/or treatment plans • Identifies additional resources as appropriate. 	<input type="checkbox"/>				
G.	Provides closure (includes the following): <ul style="list-style-type: none"> • Asks if patient has questions, concerns or other issues • Summarises • Clarifies follow-up or contact arrangements • Acknowledges patient and closes interview 	<input type="checkbox"/>				