

## RANZCOG Assessment of Communication Skills

### Kalamazoo Essential Elements Communication Checklist (adapted)

Trainee name:	Supervisor name:
(please print)	

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