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. **Builds a Relationship** (includes the following): • 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	☐	☐	☐	☐	☐
B. **Opens the discussion** (includes the following): • Allows patient to complete opening statement without interruption • Asks 'Is there anything else?' to elicit full set of concerns • Explains and/or negotiates an agenda for the visit	☐	☐	☐	☐	☐
C. **Gathers Information** (includes the following): • Begins with patient's story using open-ended questions (eg 'tell me about...') • Clarifies details as necessary with more specific or 'yes/no' questions • Summarizes and gives patient opportunity to correct or add information • Transitions effectively to additional questions	☐	☐	☐	☐	☐
D. **Understands the Patient's Perspective** (includes the following): • 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	☐	☐	☐	☐	☐
E. **Shares information** (includes the following): • Assesses patient's understanding of problem and desire for more information • Explains using words that patient can understand • Asks if patient has any questions	☐	☐	☐	☐	☐
F. **Reaches agreement** (if new/changed plan) (includes the following): • Includes patient in choices and decisions to the extent s/he desires • Checks for mutual understanding of diagnostic and/or treatment plans • Asks about patients ability to follow diagnostic and/or treatment plans • Identifies additional resources as appropriate.	☐	☐	☐	☐	☐
G. **Provides closure** (includes the following): • Asks if patient has questions, concerns or other issues • Summarises • Clarifies follow-up or contact arrangements • Acknowledges patient and closes interview	☐	☐	☐	☐	☐