

INTEGRATED SCENARIO COMMUNICATION RATING FORM

Circle the rating which best reflects your judgement of the endoscopist’s overall performance with regard to communication:

OVERALL ASSESSMENT OF THE KNOWLEDGE AND SKILLS DEMONSTRATED IN THE INTERVIEW						
1	2	3	4	5	6	7
Responds inappropriately and ineffectively to the task indicating a lack of knowledge and/or undeveloped interpersonal and interviewing skills .		Responds effectively to some components of the task indicating an adequate knowledge base and some development of interpersonal and interviewing skills			Responds precisely and perceptively the task, consistently integrating all components .	

Circle the rating which best reflects your judgement of the endoscopist’s performance in the following categories of communication:

RESPONSE TO PATIENT’S AND PARENT’S FEELINGS AND NEEDS (EMPATHY)				
1	2	3	4	5
Does not respond to obvious patient cues and/or responds inappropriately		Responds to patient’s needs and cues, but not always effectively .		Responds consistently in a perceptive and genuine manner to the patient’s needs and cues.
DEGREE OF COHERENCE IN THE INTERVIEW				
1	2	3	4	5
No recognizable plan to the interaction, the plan does not demonstrate cohesion, or the patient must determine direction of the interview		Organizational approach is formulaic and minimally flexible and/or control of the interview is inconsistent		Superior organization , demonstrating command of cohesive devices, flexibility , and consistent control of the interview
VERBAL EXPRESSION				
1	2	3	4	5
Communicates in manner that interferes with and/or prevents understanding by patient		Exhibits sufficient control of expression to be understood by an active listener (patient)		Exhibits command of expression (fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation)
NON-VERBAL EXPRESSION				
1	2	3	4	5
Fails to engage, frustrates and/or antagonizes the patient		Exhibits enough control of non-verbal expression to engage a patient willing to overlook deficiencies such as passivity, self-consciousness, or inappropriate aggressiveness		Exhibits finesse and command of non-verbal expression (eye contact, gesture, posture, use of silence, etc.)