



PATIENT INTERACTION RATING SCALE ITEMS

Most scoring keys include items from the following interaction rating scales. The number of items and the specific items vary, depending on the patient problem and task for a station.

1. Initiation of Interview [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of introduction	Minimal acknowledgement of patient	Borderline unsatisfactory; acknowledges patient, introduces self	Borderline satisfactory; acknowledges patient, introduces self	Acknowledges patient; moderately at ease and attentive	Attentive to patient; introduces self; at ease, personable

2. Listening Skills [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interrupts inappropriately, ignores patient's answers	Impatient	Borderline unsatisfactory; somewhat attentive	Borderline satisfactory; somewhat attentive	Attentive to patient's answers	Consistently attentive to answers and concerns

3. Questioning Skills [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awkward, exclusive use of closed-ended or leading questions and jargon	Somewhat awkward; inappropriate terms; minimal use of open-ended questions	Borderline unsatisfactory; moderately at ease; appropriate language; uses different types of questions	Borderline satisfactory; moderately at ease; appropriate language; uses different types of questions	At ease; clear questions; appropriate use of open and closed-ended questions	Confident; skillful questioning

4. Organization of Interview [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scattered, shot-gun approach	Minimally organized	Borderline unsatisfactory; somewhat logical flow	Borderline satisfactory; logical flow	Logical flow with sense of purpose	Purposeful, integrated handling of encounter

5. Rapport with Person [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condescending, offensive, judgmental	Minimal courtesies only	Borderline unsatisfactory	Borderline satisfactory	Polite and interested	Warm, empathic

6. Information Giving [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No attempt or inappropriate attempt to give information (e.g., not truthful)	Awkward and / or incomplete attempts to give information	Borderline unsatisfactory; somewhat at ease, attempts to give information	Borderline satisfactory; somewhat at ease, attempts to give information	Gives information easily; somewhat attentive to patient's understanding	Confident and skillful at giving information; attentive to patient's understanding (e.g., truthful)

7. Professional Behavior with Patient [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offensive or aggressive; frank exhibition of unprofessional conduct	Negative attitude toward patient	Borderline unsatisfactory; does not truly instill confidence	Borderline satisfactory; manner inoffensive, but does not necessarily instill confidence	Attempts professional manner with some success	Overall demeanour of a professional; caring, listens, communicates effectively

8. Professional Behavior with Colleague [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offensive or aggressive; frank exhibition of unprofessional conduct	Negative attitude	Borderline unsatisfactory; not truly respectful	Borderline satisfactory; moderately respectful	Demonstrates professional manner with some success	Overall demeanour of a professional; listens, communicates effectively

9. Ethical Conduct [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Markedly inappropriate or awkward handling of ethical issues	No consideration of ethical issues	Borderline unsatisfactory; minimal consideration of ethical issues	Borderline satisfactory; minimal and appropriate consideration of ethical issues	Responds satisfactorily to ethical issues	Considers ethical issues with care and effectiveness, and responds to them

10. Organization of Physical Examination [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exam not attempted or scattered; patient moved unnecessarily	Minimally organized	Borderline unsatisfactory; somewhat logical flow	Borderline satisfactory; logical flow	Logical flow with sense of purpose	Purposeful, integrated handling of examination

11. Attention Given to Patient's Physical Comfort [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exam not attempted, or inattentive to patient's comfort or dignity (e.g., no draping, causes pain unnecessarily)	Causes some unnecessary discomfort or embarrassment	Borderline unsatisfactory in attending to patient's comfort and needs	Borderline satisfactory in attending to patient's comfort and needs	Mostly attentive to patient's comfort and dignity	Consistently attentive to patient's comfort and dignity

12. Demonstration of Technical Skills [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exam not attempted or maneuvers cannot provide reliable / useful information	Maneuvers too rushed or clumsy; unlikely to provide reliable / useful information	Borderline unsatisfactory; some skill, but minimal likelihood of reliable / useful findings	Borderline satisfactory; some skill, some reliable / useful findings likely	Consistent skill; maneuvers likely to provide reliable / useful information	Consistent skill; maneuvers performed will elicit reliable / useful information

13. Relationship to the Patient [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction absent or inappropriate; no consent; awkward; uses jargon; no acknowledgment of patient	Minimal interaction and / or minimal acknowledgment of patient	Borderline unsatisfactory in approach to patient	Borderline satisfactory in approach to patient	Moderately clear and understandable; acknowledges patient; moderately at ease with patient	Clear, concise instructions; elicits consent to physical examination; at ease with patient

14. Overall Organization of Patient Encounter [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No logical flow; scattered, inattentive to patient's agenda	Counsels patient before taking history or doing physical	Minimal organization; scattered approach	Appropriate approach to patient	Skillful approach to patient	Skillful, professional approach to patient and effective use of time

15. Compliance Optimization [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Candidate's approach may negatively affect compliance	Patient's compliance unlikely to be optimized	Borderline unsatisfactory; weak attempt to encourage patient's compliance	Borderline satisfactory; candidate's approach may positively affect patient's compliance	Candidate's approach encourages patient's compliance	Candidate's approach highly likely to optimize patient's compliance

16. Facilitation of Informed Decision Making [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No attempt or inappropriate attempt at information sharing (e.g., deception, slanting of facts, incorrect information)	Incomplete and / or biased information; overuses jargon; does not ensure understanding of issues	Attempts to share information; omits some critical facts; uses some jargon; attempts to ensure understanding	Gives some information on most important facts; may use jargon; attempts to ensure understanding	Gives clear information; supports patient decision making (e.g., alternatives, risks / benefits); appropriate language; ensures understanding	Organized; optimizes patient decision making; significant effort to make information relevant; clear language; attentive to patient understanding

17. Responds to Question [ONE bubble only]

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ignores question or is rude, dismissive	Poor answer or explanation	Borderline unsatisfactory answer or explanation	Borderline satisfactory answer or explanation	Clear answer or explanation; is empathetic during interaction	Clear answer or explanation; empathetic; asks if understands or needs more information