

CONSULTATION SKILLS TEACHING LOG
Using Calgary-Cambridge Guide

Topic	Date discussed	Comments	Competency
PREPARING FOR THE SESSION			
Housekeeping etc			1 2 3 4 5 6 7 8 9
INITIATING THE SESSION			
Greets patient			1 2 3 4 5 6 7 8 9
Introduces self, role			1 2 3 4 5 6 7 8 9
Demonstrates respect			1 2 3 4 5 6 7 8 9
IDENTIFYING REASON (S) FOR THE CONSULTATION			
Identifies problems with appropriate opening question			1 2 3 4 5 6 7 8 9
Listens, no interruption			1 2 3 4 5 6 7 8 9
Confirms list and screens for other problems early			1 2 3 4 5 6 7 8 9
Negotiates agenda			1 2 3 4 5 6 7 8 9
GATHERING INFORMATION			
Encourages patient to tell story, in own words, clarifying reason for attending now			1 2 3 4 5 6 7 8 9
Uses open and closed question technique			1 2 3 4 5 6 7 8 9
Listens			1 2 3 4 5 6 7 8 9
Facilitates – verbal and non-verbal responses, use of silence, repetition etc			1 2 3 4 5 6 7 8 9
Picks up verbal and non-verbal cues			1 2 3 4 5 6 7 8 9
Clarifies patient understanding			1 2 3 4 5 6 7 8 9
Periodically summarizes			1 2 3 4 5 6 7 8 9
Uses concise, easily understood, jargon free			1 2 3 4 5 6 7 8 9
Establishes dates and sequence of events			1 2 3 4 5 6 7 8 9
Ideas, concerns, expectations			1 2 3 4 5 6 7 8 9

Topic	Date discussed	Comments	Competency
Encourages patient to express feelings			1 2 3 4 5 6 7 8 9
PROVIDING STRUCTURE			
Summarizes to confirm understanding			1 2 3 4 5 6 7 8 9
Progresses from one section to another using sign posting, transitional statements			1 2 3 4 5 6 7 8 9
Structures interview in logical sequence			1 2 3 4 5 6 7 8 9
Attends to time keeping, and keeping interview on task			1 2 3 4 5 6 7 8 9
BUILDING RELATIONSHIP			
Uses appropriate non-verbal behaviour			1 2 3 4 5 6 7 8 9
Develop Rapport – Accepts beliefs, empathy, provide support, deals sensitively.			1 2 3 4 5 6 7 8 9
Involves the patient – shares thinking, explains rationale, explains process during physical exam			1 2 3 4 5 6 7 8 9
EXPLANATION AND PLANNING			
Provides correct amount and type of information			1 2 3 4 5 6 7 8 9
Aids accurate recall and understanding			1 2 3 4 5 6 7 8 9
Achieves a shared understanding – involving patient perspective			1 2 3 4 5 6 7 8 9
Shared decision making in planning			1 2 3 4 5 6 7 8 9
CLOSING THE SESSION			

Topic	Date discussed	Comments	Competency
Forward planning, safety netting			1 2 3 4 5 6 7 8 9
Ensuring appropriate point of closure – summarizing, final check			1 2 3 4 5 6 7 8 9

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1**Communication and consultation skills**

This competency is about communication with patients, and the use of recognised consultation techniques

1**2****3**

Needs further
development

Develops a working relationship with the patient, but one in which the problem rather than the person is the focus.

Produces management plans that are appropriate to the patient's problem.

Provides explanations that are relevant and understandable to the patient, using appropriate language.

Achieves the tasks of the consultation but uses a rigid approach

4**5****6**

Competent

Explores the patient's agenda, health beliefs and preferences.

Elicits psychological and social information to place the patient's problem in context.

Works in partnership with the patient, negotiating a mutually acceptable plan that respects the patient's agenda and preference for involvement.

Explores the patient's understanding of what has taken place.

Flexibly and efficiently achieves consultation tasks, responding to the consultation preferences of the patient.

7**8****9**

Excellent

Incorporates the patient's perspective and context when negotiating the management plan.

Whenever possible, adopts plans that respect the patient's autonomy

Uses a variety of communication techniques and materials to adapt explanations to the needs of the patient

Appropriately uses advanced consultation skills such as confrontation or catharsis to achieve better patient outcomes