

## **SCENARIO 9 Communication**

Candidate information

You are the consultant in charge of a shift in a tertiary ED.

The ED HMO has referred a patient to the Neurosurgical registrar for admission for an ICH. The patient is a 75 year old who was previously functionally well, with an extensive spontaneous ICH. The patient is not intubated and has a GCS 13. After discussing the patient with you, the HMO has referred the patient to the Neurosurgical registrar for admission.

The Neurosurgical registrar has become abusive to the HMO over the phone and has refused to see the patient. The HMO is very upset. The neurosurgical registrar has now arrived in the ED to see another patient and is in the office.

You will need to discuss with the Neurosurgical registrar about their behavior.

*Assessing:*

*Communication*

*Medical expertise*

*Professionalism*

*Health advocacy*

## **SCENARIO 9 Communication**

### Actor information

You are a junior neurosurgical registrar attending a patient in the ED. Earlier on the shift a HMO had referred a patient to you. The hand over did not follow the ISBAR format and lacked detail around the patients premorbid function as well as details around the current observations and mental state. You are very busy and became annoyed at the HMO. You had planned to complain to the ED director about the HMO who you felt was obstructive when you asked her questions.

If you are treated well during the consultation you will accept that you behaved badly and apologize. If you feel that the ED doctor is not listening to your point of view then you will become increasingly angry.

**SCENARIO 9 Communication Examiner's form**

<b>Domain</b>	<b>Criteria for High Rating</b>
<b>Medical Expertise</b>	<p>Clearly communicate expected behavior (of both ED and Neurosurgical registrar)</p> <p>Displays understanding of the need for neurosurgical input in patient management</p>
<b>Communication</b>	<p>Clear, concise, jargon free language</p> <p>Use of open ended questions</p> <p>Active listening</p> <p>Allows Registrar the opportunity to ask questions and express their opinion</p> <p>Use of ISBAR format</p>
<b>Health Advocacy</b>	<p>Ensures that the patient receives appropriate care</p>
<b>Professionalism</b>	<p>Shows respect</p> <p>Professional appearance and conduct</p> <p>Ensures follow up of HMO (both for counseling but also for appropriate form of handover/referral)</p>



**Candidate Name:**

**A. Component Assessment**

Select ONE option that best represents the candidate's performance in this OSCE. Use the 9-point graded scale, where 1 is poorest and 9 is best. TICK ONE CELL for each row below.

	1	2	3	4	5	6	7	8	9
<b>Medical Expertise</b>									
<b>Communication</b>									
<b>Health advocacy</b>									
<b>Professionalism</b>									

**B. Station Difficulty (please circle):**                      Low                      Moderate                      High

**C. Examiner Notes on Candidate Performance**

Positives

Areas for Improvement

Suggestions

**D. Global Rating for Standard Setting (please circle)**

Clear Fail                      Marginal Fail                      Borderline                      Marginal Pass                      Clear Pas