Appendix 4 - OSCE Station Assessment Tool

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| **Case:** | **“You want me to take what?!”** |

**Developing Rapport and Gathering Information**

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|  | **Introduces self as pharmacist** |  |  |
|  | **Asks who the prescription is for (self)** |  |  |
|  | **Asks what the prescription is for (allergies)** |  |  |
|  | **Asks about past medical history (allergies, but no other medical problems)** |  |  |

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| --- | --- | --- | --- |
|  | **Elicits a brief description of the allergies (mild, runny nose, sneezing once per month)** |  |  |
|  | **Asks about duration of allergies (eg. started while living in India)** |  |  |
|  | **Asks about drug allergies (none)** |  |  |
|  | **Asks about prescription medications (none)** |  |  |
|  | **Asks about non-prescription medications (none)** |  |  |
|  | **Asks about herbal medications (eucalyptus)** |  |  |
|  | **Elicits patients beliefs regarding prescription medications (only takes natural medications)** |  |  |

**Option/Management Strategies (including patient education)**

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| --- | --- | --- | --- |
|  | **Counsels patient regarding beliefs of medications (eg. confirming safety and efficacy of medications and that not all natural products are safe just because they are natural)** |  |  |
|  | **Recommends a 2nd generation antihistamine (eg. loratadine, cetirizine, etc.)** |  |  |
|  | **Counsels patient regarding instructions of antihistamime (ie. one tablet once daily)** |  |  |
|  | **Counsels patient on benefit of antihistamines (relief of allergic symptoms within short period of time e.g. 1-2 days)** |  |  |
|  | **Counsels patient on side effects (e.g. drowsiness, dry mouth)** |  |  |

**Monitoring/Follow-up**

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| --- | --- | --- | --- |
|  | **Confirms patient will take medication** |  |  |
|  | **Asks patient if they have any questions or concerns** |  |  |
|  | **Offers follow up to patient with self** |  |  |
|  | **Discusses when patient should seek assistance from MD** |  |  |
|  | **Suggests non-drug measures for allergies (trigger avoidance etc)** |  |  |

## Global Rating Scale for Communication Perfromance

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| **Response to Patient’s feeling 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 the 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 devises, flexibility, and consistent control of the interview |
| **Verbal expression:** |
| **1** | **2** | **3** | **4** | **5** |
| Communicates in a 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..) |
| **Acknowledgment of patient beleifs:****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **1 2 3 4 5**Fails to acknowledge patient Acknowledges beliefs in a positive manner Acknowledges beliefs in a beliefs at any time or in a and gives clear directions to overcome positive manner and activelynegative manner discrepencies that may affect health engages patient in discussion outcomes re: solutions **OVERALL Communication Score** |
| **1** | **2** | **3** | **4** | **5** |
| Responds inappropriately and ineffectively to the patient indicating underdeveloped interpersonal and interviewing skills | Responds effectively to the patient with respect to some components of the task indicating some development of interpersonal and interviewing skills | Responds precisely and perceptively to the patient, consistently integrating all components of good communication skills (above). |