



MEDICAL COUNCIL OF CANADA LE CONSEIL MÉDICAL DU CANADA

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.

Rating Scales

Attentiveness to Ethical Issues (as relevant to this case) [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> Exhibits professional behaviours including compassion, respect and maintenance of confidentiality Addresses ethical issues (e.g., disclosure and consent) with clarity and respect Demonstrates awareness of and adherence to regulatory and legal requirements 	○	○	○	○

Approach to Physical Examination [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> Selects the most appropriate manoeuvres to establish or rule out diagnoses Performs examination in a logical order Demonstrates technical skill Elicits and interprets significant findings Shows attentiveness to the patient's physical comfort and dignity 	○	○	○	○

Collaboration (non-patient / colleague) [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> Engages respectfully (verbal and non-verbal) Discusses pertinent information Shares responsibility for safe and effective patient care Manages differences and resolves conflicts to enhance collaboration 	○	○	○	○

Interpersonal Behaviour [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> Demonstrates respectful management of the interaction (e.g., non-judgmental, culturally sensitive, avoids interrupting) Listens appropriately to facilitate conversation Uses appropriate body language; remains composed Avoids offensive or aggressive behaviour 	○	○	○	○

Interviewing Skills [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> Gathers relevant biomedical and psychosocial information Establishes a timeline or sequence of events Elicits pertinent positives and negatives as they relate to the differential diagnosis Uses open and closed-ended questions Avoids jargon and leading questions Attentive to verbal and non-verbal cues Clarifies and summarizes what the patient has said 	○	○	○	○

Organization of Encounter [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> Pursues a purposeful encounter with a logical flow Explores the most pertinent data; does not lose time on less relevant information Intervenes with the patient as appropriate 	○	○	○	○

Patient-Centred Approach to History-Taking [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> ● Explores patient's experience with health problem (e.g., feelings, ideas, impact and expectations) ● Attends to patient's verbal and/or non-verbal responses ● Attempts to understand patient's psychosocial context 	○	○	○	○

Patient-Centred Approach to Treatment Planning [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> ● Engages patient in healthcare planning (e.g., encourages questions, discussion and feedback) ● Integrates treatment approach with patient's psychosocial context and priorities ● Encourages adherence to treatment by finding common ground 	○	○	○	○

Patient Education [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> ● Provides clear, concise and accurate information ● Provides a summary of expected disease course, progression or resolution ● Verifies that the information is understood ● Avoids jargon ● Facilitates informed decision-making by exploring risks and benefits of each option ● Discusses timeline for follow-up 	○	○	○	○

Patient Safety [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> ● Anticipates, recognizes, and manages situations that place patients or others at risk (e.g., assesses suicidal or homicidal risk, attends to spinal precautions, applies measures to prevent infection, etc.) ● Manages drug-related safety risks ● Recognizes and refers urgent cases in an effective and timely manner ● Arranges for a safe discharge and/or a follow-up plan (e.g., ensures timely follow-up of the patient and results, shares accurate and critical information in the circle of care, etc.) ● Recognizes, acts on, and discloses adverse events 	○	○	○	○

Patient Summary Report: Assessment and Management Plan [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> ● Reports a well-reasoned plan that considers impact on patient ● Provides rationale for treatment 	○	○	○	○

Patient Summary Report: Key Issues [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> ● Report reflects comprehensive understanding of key issues ● Report includes pertinent negative/normal findings, in addition to the positive/abnormal issues ● Communication is concise, with no irrelevant information 	○	○	○	○

Patient Summary Report: Organization [One bubble only]	Inadequate performance	Marginal performance	Adequate performance	Superior performance
<ul style="list-style-type: none"> ● Report is well organized, coherent, and logical ● Reflects a complete information transfer 	○	○	○	○