

## THE UIC RESIDENT COMMUNICATION SKILLS ASSESSMENT

### Information for Residents

This memo describes the communication and interpersonal skills assessment that you will be taking in the near future. This assessment is intended to be *formative*, i.e. to provide you with feedback that will help you become a more sensitive and effective communicator. There is no specific preparation needed in advance.

The program consists of six standardized patient encounters, each focusing on a communication task that is relevant to your clinical practice. Standardized patients (SPs) at UIC are professional actors who are carefully trained to portray a particular patient presentation realistically and consistently. The patients are trained to debrief the encounter with you, focusing on effective communication skills and on what it felt like to be your patient, and to indicate your interpersonal and communications skills on a standardized scale. SP ratings are good proxies for the opinions of real patients in clinical settings. Some stations may include interactions with family members and other members of the healthcare team.

Each case or station lasts about 30 minutes, including 10 minutes for the encounter and 10 minutes to debrief with the patient after the encounter. The remaining 10 minutes are divided between preparing for the encounter (reading the information sheet about the patient) and time after the encounter while the patient completes the rating sheet and you complete the post-encounter activity. At the end of the six stations you will complete a short online survey, and have a 30-minute group debriefing session with one of our faculty members.

There is no passing or failing grade. Your program director will receive a report summarizing your performance on the encounters. It is up to your program director to decide if and how to include the results of this assessment as part of your ongoing evaluation system. Please contact the CPC if you'd like to review the video-recording of your encounters with one of our communication skills faculty for additional coaching.

Your program director has arranged that you be completely cleared of all clinical responsibilities during this time in order to enable the assessment to proceed smoothly. **Please do not bring your pager to the assessment** –forward your pager to the person covering you during the assessment. If you have any questions, please contact your program director.

The Clinical Performance Center is located at **835 S. Wolcott, Room E122 MSB**, phone 312-413-2022. Please be on time – we cannot start the encounters until everyone is present.

We look forward to seeing you soon!