Patient-Centered Communication and Interpersonal Skills (CIS) Scale, University of Illinois at Chicago College of Medicine CIS-OSCE

Patient-Centered Communication

• I felt you were telling me everything; being truthful, up front, and frank; not keeping things from me.

• I felt that you discussed options with me.

• I felt you made sure that I understood those options.

• I felt you asked my opinion, allowing me to make my own decision.

• I felt you encouraged me to ask questions.

• I felt you answered my questions, never avoiding them.

• I felt you clearly explained what I needed to know about my problem; how and why it occurred.

• I felt you clearly explained what I should expect next.

Interpersonal Skills: Personal Warmth and Sensitive Respect

• I felt you greeted me warmly upon entering the room.

• I felt you were friendly throughout the encounter. You were never crabby or rude to me.

• I felt that you treated me like we were on the same level. You never "talked down" to me or treated me like a child.

• I felt you let me tell my story and were careful not to interrupt me while I was speaking.

• I felt you showed interest in me as a "person." You never acted bored or ignored what I had to say.

• I felt you were patient when I asked questions

• I felt you were careful to use plain language and not medical jargon when speaking to me.

• I felt you approached sensitive/difficult subject matters with sensitivity and without being judgmental.

• I felt the resident displayed a positive attitude during the verbal feedback session.

Global Item

• Given a choice, I would choose this resident as my personal physician.

Source: Yudkowsky R, Alseidi A, Cintron J: Beyond fulfilling the core competencies: an objective structured clinical examination to assess communication and interpersonal skills in a surgical residency. Curr Surg. 2004;61:499 –503.