LIVERPOOL UNDERGRADUATE COMMUNICATION ASSESSMENT SCALE (LUCAS)

«First_Name» «Surname» «Session» «OSCE_Number» «Date»

Important notes for examiners:

- Please use the full score range (Competent-Unacceptable) where appropriate. Scoring "Competent", for one or more items so does not necessarily mean candidates will "pass" the examination; likewise scoring "Borderline" or "Unacceptable" for one or more items does not mean an automatic "fail".

INTRODUCTIONS			
	Competent		**Unacceptable**
A) Greeting and introduction	i) Greets patient, ii) states full name, iii) job title, iv) provides brief explanation why s/he is approaching the pt ☐		Omission of **any** of elements i) to iv) ☐
B) Identity check	i) Checks patient's full name; ii) one other identifier (e.g. patient's D.O.B., address etc.) ☐		Omission of **either** i) **or** ii) ☐
GENERAL			
	Competent	**Borderline**	**Unacceptable**
C) Audibility and clarity of speech	☐	☐	☐
D) Non-verbal behaviour Includes eye-contact, positioning, posture, facial expressions, gestures & mannerisms	☐	☐	☐
E) Questions, prompts and/or explanations Includes: i) exploration of pt's needs, feelings and concerns & ii) comprehensibility of Qs/explanation **(N.B. this item is *not* to assess the *medical* content of history taking, which is rated in other OSCE stations, or on separate mark sheets)**	☐	☐	☐
F) Empathy & responsiveness Includes adaptation & sensitivity to patient's needs	☐	☐	☐
G) Clarification & summarising Includes elicitation of pt's queries	☐	☐	☐
H) Consulting style & organisation Includes orderliness of the consultation, balance of open and closed Qs and time management	☐	☐	☐
PROFESSIONAL BEHAVIOUR AND CONDUCT			
	Competent		**Unacceptable**
I) Professional behaviour	E.g. courteous, kind, thoughtful behaviour ☐		E.g. overly casual, disinterested, discourteous or thoughtless behaviour ☐
J) Professional spoken/verbal conduct	Remarks are: i) respectful & ii) avoid major inaccuracy & iii) within own competence & iv) reassurance is appropriate ☐		Remarks are: i) disrespectful OR ii) contain major inaccuracy OR iii) outside own competence OR iv) reassurance is inappropriate ☐

Scoring LUCAS. Items A and B are scored either 1 or 0 for competent or unacceptable respectively. Items C to H are scored 2, 1 or 0 for competent, borderline or unacceptable respectively. Items I and J are scored 2 or 0 for competent or unacceptable respectively. The maximum achievable score is 18.

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