

Revised UIC Communication and Interpersonal Skills Scale

Please choose the option that best describes how you feel toward the resident's communication skills. Some items also have a 'not applicable' option. Select this option when the context of the case does not allow you to observe that aspect of the resident's performance.

1. Friendly communication	<input type="checkbox"/> You <u>did not greet</u> me, or <u>greeted me perfunctorily</u> , or communicated with me <u>rudely</u> during the encounter. <input type="checkbox"/> Your greeting and/or behavior during the encounter was generally <u>polite but impersonal or distant</u> . <input type="checkbox"/> You greeted me warmly and communicated with me in a <u>friendly, personal manner</u> throughout the encounter. <input type="checkbox"/> Your greeting and overall communication were friendly and compassionate. Your tone of voice was appropriate for the situation. Overall, you <u>created an exceptionally warm and friendly environment</u> that made me <u>feel comfortable</u> to tell you all of my problems.
2. Respectful treatment	<input type="checkbox"/> You showed an <u>obvious sign of disrespect</u> during the encounter. You <u>treated me as an inferior</u> . <input type="checkbox"/> You did not show disrespect to me. However, I observed some <u>signs of condescending behavior</u> . Although I believe it was <u>unintentional</u> , it made me feel that I was not at the same level with you. <input type="checkbox"/> You gave <u>several indications of respecting me</u> . If there was a physical exam, this includes draping me appropriately. <input type="checkbox"/> You were exceptionally respectful throughout the encounter. Your <u>verbal and nonverbal</u> communication showed <u>respect for my privacy, my opinions, my rights, and my socioeconomic status</u> .
3. Listening to my story	<input type="checkbox"/> You <u>rarely gave me any opportunity to tell my story</u> or <u>frequently interrupted me</u> while I was talking, not allowing me to finish what I said. Sometimes I felt you were not paying attention (for example, <u>you asked for information that I already provided</u>). <input type="checkbox"/> You let me tell my story without interruption, or only <u>interrupted appropriately</u> and respectfully. You seemed to pay attention to my story and <u>responded to what I said</u> appropriately. <input type="checkbox"/> You allowed me to tell my story without interruption, responded appropriately to what I said, and <u>asked thoughtful</u>

	<p><u>questions</u> to encourage me to tell more of my story.</p> <p><input type="checkbox"/> You were an exceptional listener. You encouraged me to tell my story and checked your understanding by <u>restating important points</u>.</p>
4. Honest communication	<p><input type="checkbox"/> You <u>did not seem truthful and frank</u>. I felt that there might be something that you were trying to hide from me.</p> <p><input type="checkbox"/> You <u>did not seem to hide any critical information</u> from me.</p> <p><input type="checkbox"/> You explained the facts of the situation <u>without trivializing negative information or possibilities</u> (e.g., side effects, complications, failure rates).</p> <p><input type="checkbox"/> You were exceptionally frank and honest. You <u>fully explained the positive and negative aspects</u> of my condition. You openly <u>acknowledged your own lack of knowledge or uncertainty</u>, and things you would have to consult with others. When appropriate, you also suggested I seek a <u>second opinion</u>.</p> <p><input type="checkbox"/> Not applicable. There was no information for the resident to provide.</p>
5. Interest in me as a person.	<p><input type="checkbox"/> You never showed interest in me as a person. You <u>only focused on the disease or medical issue</u>.</p> <p><input type="checkbox"/> In addition to talking about my medical issue, you spent some time <u>getting to know me as a person</u>.</p> <p><input type="checkbox"/> You spent some time exploring <u>how my medical issue affects my personal or social life</u>.</p> <p><input type="checkbox"/> You were exceptionally interested in me as a person. You not only explored how my medical problem affects my personal and social life, but also <u>showed your willingness to help me</u> address those challenges.</p>
6. Discussion of options/plans	<p><input type="checkbox"/> You <u>did not explain any options or plans</u>, you just told me what you would do without asking for my opinion.</p> <p><input type="checkbox"/> You explained options to me, but <u>did not involve me in decision making</u>. If you <u>solicited my opinion</u>, you just <u>ignored it</u>. You <u>made all the decisions for me</u> based on your medical opinion.</p> <p><input type="checkbox"/> You discussed options with me, made recommendations, <u>solicited my opinion</u> regarding the options/plans, and <u>incorporated my opinion into your medical planning</u>.</p>

	<p><input type="checkbox"/> You not only solicited my input, but also <u>explored the reasons for my choice and showed your understanding and respect for my decisions</u> by negotiating a mutually agreeable plan.</p> <p><input type="checkbox"/> Not applicable. There were no decisions to be made in this case.</p>
7. Encouraging my questions	<p><input type="checkbox"/> You <u>did not solicit questions</u>, or frequently <u>avoided my questions</u>, or did not provide helpful answers.</p> <p><input type="checkbox"/> You sometimes asked if I had questions, but <u>seldom waited</u> at least 5 seconds to allow me to formulate questions. You <u>addressed my questions briefly</u> without avoiding them.</p> <p><input type="checkbox"/> You <u>actively encouraged me to ask questions</u>, <u>paused to allow me to formulate them</u>, and provided <u>clear and sufficient answers</u> to all of my questions.</p> <p><input type="checkbox"/> You actively encouraged me to ask questions several times during the encounter, with <u>sufficient wait time</u>. You spent significant time and effort to answer my questions clearly and <u>confirmed that I understood the answer</u> and that my concerns were addressed.</p>
8. Providing clear explanations	<p><input type="checkbox"/> You <u>rarely explained things</u> to me; you <u>did not help me better understand my situation</u>.</p> <p><input type="checkbox"/> You gave me only <u>brief explanations</u> of my situation; you did not help me understand what would happen next.</p> <p><input type="checkbox"/> You gave me a <u>full and understandable explanation</u> of my situation, pertinent findings, and important next steps.</p> <p><input type="checkbox"/> You gave me a full explanation of my situation, your thinking about it and your recommendation, and <u>probed my understanding</u> by letting me summarize pertinent information.</p> <p><input type="checkbox"/> Not applicable. There was nothing to be explained in this case.</p>
9. Physical examination	<p><input type="checkbox"/> You <u>never or rarely warned me about what you were going to do with my body</u>. You also never or <u>rarely explained what you found</u> from the physical examination.</p> <p><input type="checkbox"/> You <u>did not warn me</u> about what you were going to do with my body, OR <u>did not explain to me pertinent findings</u> (both negative and positive) from your physical examination.</p> <p><input type="checkbox"/> You <u>told me what you were going to do to my body AND described what you found</u>.</p>

	<p><input type="checkbox"/> You helped me understand clearly what you were going to do to my body. You also provided <u>clear explanation of what you found</u> from the physical examination and <u>the implications of your findings</u> for my situation.</p> <p><input type="checkbox"/> Not applicable. There was no physical examination in this case.</p>
10. Appropriate vocabulary	<p><input type="checkbox"/> You used vocabulary that was too simple or too complex for me, or <u>frequently used medical terms without explaining them</u> to me. Sometimes I could not understand what you told me without asking for explanations of terms you used.</p> <p><input type="checkbox"/> Your vocabulary was generally appropriate but you <u>sometimes inadvertently used medical terms without explaining them</u> to me.</p> <p><input type="checkbox"/> Your vocabulary was appropriate and if needed you provided <u>brief explanations of any medical terms you used</u> without need for prompting.</p> <p><input type="checkbox"/> Your vocabulary was appropriate and you <u>always provided clear and full explanation of relevant medical terms</u> you used. In addition, you helped me <u>better my understanding</u> of my condition with the medical terms you explained to me.</p>
11. Sensitive subject matters (e.g., sexual history, tobacco/alcohol/drug use, religious/cultural issues, giving bad news, or difficult emotional states)	<p><input type="checkbox"/> You <u>never warned me</u> before approaching sensitive subject matters. You seemed judgmental and clearly <u>expressed your disapproval of my positions or feelings</u>, making me feel uncomfortable about discussing these subjects or feelings with you.</p> <p><input type="checkbox"/> You were careful and nonjudgmental in discussing sensitive subject matters. However, you <u>did not express understanding</u> of my feelings and <u>did not provide much emotional support</u>.</p> <p><input type="checkbox"/> You were sensitive about discussing difficult subjects and were respectful of my feelings. I never sensed that you were judgmental or disapproving of my positions or feelings on these subjects. You <u>showed empathic understanding</u> of my position or feelings and provided appropriate <u>emotional support</u>.</p> <p><input type="checkbox"/> You were unusually empathic, sensitive and respectful of me and of my feelings and provided exceptional emotional support. In addition, you <u>verbally reflected these back to me</u> (e.g., “You sound sad”) to show your understanding.</p> <p><input type="checkbox"/> Not applicable. There were no sensitive subject matters in this case.</p>

12. Receptiveness to feedback	<input type="checkbox"/> You <u>did not seem open to my feedback</u> about your performance. You <u>responded defensively</u> or dismissively to many of my comments.
	<input type="checkbox"/> You listened to my feedback agreeably but passively. You <u>did not actively participate</u> during the feedback session.
	<input type="checkbox"/> You were able to <u>describe some of your own effective and ineffective behaviors</u> , were attentive to my comments, and had an <u>open discussion with me about alternative behaviors</u> .
	<input type="checkbox"/> You <u>actively solicited additional feedback</u> and <u>showed signs of integrating my feedback</u> into your behavioral repertoire. For example, you tried to role-play the communication techniques I suggested.
	<input type="checkbox"/> Not applicable. I provided no feedback.
13. Do I want to see you again as my personal physician?	<input type="checkbox"/> I did not feel comfortable in communicating with you at all. <u>I would rather see a different physician.</u>
	<input type="checkbox"/> I think <u>you were okay in general and might come see you again.</u>
	<input type="checkbox"/> I was impressed by the way you communicated with me. <u>I would like to see you again.</u>
	<input type="checkbox"/> I was very impressed with you. I think you are <u>one of the best physicians I have ever seen</u> . I would feel very comfortable discussing any medical problems with you, and <u>would recommend you to my friends.</u>