

Rochester Communication Rating Scale, 2002 version

I felt that the student:

Comments

1. Took interest in even my smallest problems and concerns.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

2. Body language and tone of voice communicated caring and concern.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

3. Made me feel I could tell him/her anything, even something personal.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

4. Did not seem distracted.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

5. Attended to my physical comfort during interview and physical exam (ie: offered tissue; pulled out leg rest; warmed hands, stethoscope, assisted me with difficult movements...).

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

6. Greeted me warmly.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

7. Let me explain my problem without interruption.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

8. Asked about all of my concerns early in the interview (usually by asking 'anything else').

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

9. First asked about my general concerns, then asked about specific details.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

10. Allowed me to tell my story in my own words.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

11. Summed up and made sure they understood what I said (without putting words in my mouth).

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

12. Tried to understand how I see my illness or problem. ("What do you think is going on?" "What worries you the most?" "What were you hoping we would do next?")

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

13. Asked how the illness affects my life at home or at work.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

14. Made an effort to understand my feelings and emotions.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

15. Clearly explained my problem and its treatment using language that I could understand.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

16. Asked me if I had any questions.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

17. Encouraged me to participate in treatment decisions to the extent I wished.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

18. Checked to see if I was willing and able to follow through with the treatment plan.

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

19. Asked about issues that affect my health, like family, culture, finances, work environment, access to care, alternative medicine, or spiritual beliefs [NB. this item deleted in some versions of the scale].

Strongly Disagree **Disagree Slightly** **Agree Slightly** **Agree** **Strongly Agree** **NA**

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References: Epstein RM; Dannefer EF; Nofziger AC; Hansen JT; Schultz SH; Jospe N; Connard LW; Meldrum SC; Henson LC. "Comprehensive assessment of professional competence: the Rochester experiment." *Teaching and Learning in Medicine*. 2004;16(2):186-96.

Lurie SJ; Mooney CJ; Nofziger AC; Meldrum SC; Epstein RM. "Further challenges in measuring communication skills: accounting for actor effects in standardised patient assessments." *Medical Education*. 2008;42(7):662-8.