

Resident Name: _____ Rotation: _____ Date: _____

PM&R RESIDENT OBSERVATION & COMPETENCY ASSESSMENT (RO&CA)

INTERPERSONAL AND COMMUNICATION SKILLS

Instructions for Evaluator

The RO&CA evaluation is a brief (10-20 minute) spot check of resident clinical skills followed by immediate feedback. Directly observe a focused exam, a complete exam, a procedure or other resident-patient encounter, or a formal teaching experience by the resident with students or other health care professionals. Complete the assessment and give feedback to the resident immediately after the observation. Base your evaluation on only 1 observation, not on a composite of encounters. It is not necessary to observe and rate both these sub-competencies during the evaluation.

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| | Patient diagnosis (for this observation): _____ Inpatient _____ Outpatient _____ Consult _____ | N/A=not assessed 1=unsatisfactory 2=satisfactory 3=very good 4=excellent |
| LEVEL | RELATIONSHIP MANAGEMENT | |
| 1 | Identifies language, speech, hearing, vision and cognitive impairments that affect communication and forms positive interpersonal relationships with patients | N/A 1 2 3 4 |
| 2 | Utilizes effective verbal and nonverbal communication strategies and develops positive relationships with families and healthcare providers | N/A 1 2 3 4 |
| 3 | Effectively educates and counsels patients and families, utilizing strategies to ensure understanding Identifies resolution options for patient-care related conflicts | N/A 1 2 3 4 |
| 4 | Anticipates and facilitates family meetings, sustains positive relationships during challenging situations, and manages conflict effectively | N/A 1 2 3 4 |
| 5 | Leads complex discussions, education and counseling with patients and families regarding life-changing disability Serves as expert resource in complex patient management | N/A 1 2 3 4 |
| LEVEL | INFORMATION GATHERING AND SHARING | |
| 1 | Describes benefits and pitfalls of information technology | N/A 1 2 3 4 |
| 2 | Medical records are accurate and complete with low error rate | N/A 1 2 3 4 |
| 3 | Regularly updates medical record and includes clinical reasoning | N/A 1 2 3 4 |
| 4 | Effectively integrates information from all sources and documents information in compliance with current regulatory requirements | N/A 1 2 3 4 |
| 5 | Serves as an expert resource in communication technology | N/A 1 2 3 4 |

Strengths or Areas Needing Improvement: For scores of 1, comments must include areas for remediation.

Both attending and resident should rate their satisfaction with the value and use of this observation and assessment.

Attending Signature: _____ **Satisfaction Rating: (Low) 1 2 3 4 5 (High)**

Resident Signature: _____ **Satisfaction Rating: (Low) 1 2 3 4 5 (High)**