

KalRad: Kalamazoo Communication Skills Assessment Tool – Radiology*

How well does the participant do the following:

	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
A. Overall ability to establish rapport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Greets and shows interest in the patient and the patient’s family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Uses words that show care and concern throughout the interview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Uses tone, pace, eye contact, and posture that show care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Responds explicitly to patient and family statements about ideas and feelings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Comments about establishing rapport:</i>					
	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
B. Overall ability to open the discussion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Allows patient and family to state their understanding of why they are here	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Asks “is there anything else?” or another open-ended question to allow space for patient to express concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Explains and/or negotiates an agenda or reason for the visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Comments about opening the discussion:</i>					
	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
C. Overall ability to seek/elicite further information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Addresses patient and family statements using open-ended questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Clarifies details as necessary with more specific or “yes/no” questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Summarizes and gives family opportunity to correct or add information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Transitions effectively to additional questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Comments about addressing the patient and family statements using open-ended questions:</i>					
	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
D. Overall ability to understand the patient’s and family’s perspectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Asks about/addresses life events, circumstances, other people that might affect how they receive or process the information being conveyed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Elicits/allows space for patient’s and family’s beliefs, concerns, expectations about their immediate situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Comments about understanding the patient’s and family’s perspectives:</i>					
	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
E. Overall ability to share information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Assesses patient’s and family’s understanding of problems and desire for more information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Explains using words that family can understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Clearly conveys immediate next steps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Asks if family has any questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Comments about sharing information:</i>					

	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
F. Overall ability to reach agreement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Includes/assists family in any immediate decisions that must be made	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Checks for mutual understanding of immediate further steps to be taken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Asks about acceptability of immediate further steps to be taken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Identifies additional resources as appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about reaching agreement:

	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
G. Overall ability to communicate accurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Accurately conveys the seriousness of the patient's condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Explains other participating clinicians' input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Clearly presents and explains possible immediate next steps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Gives enough information to assist with informed decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about communicating accurate information:

	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
H. Overall ability to demonstrate empathy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Clinician's demeanor is appropriate to the nature of the conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Shows compassion and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Identifies/labels/validates patient's and family's emotional responses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Responds appropriately to patient's and family's emotional cues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about demonstrating empathy:

	<u>1</u> Poor	<u>2</u> Fair	<u>3</u> Good	<u>4</u> Very Good	<u>5</u> Excellent
I. Overall ability to provide closure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Asks if the patient and family have questions, concerns or other issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Summarizes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Clarifies/reiterates the immediate next steps—where they are going and/or who they will see next	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Provides appropriate contact information—for radiologists or clinical team—if interim questions arise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Acknowledges patient and family, and closes interview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about providing closure:



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*This work is a derivative of Essential Elements: The Communication Checklist, © 2001 Kalamazoo Consensus Statement Group, and of the Gap-Kalamazoo Communication Skills Assessment Form, both published in: Rider EA. Interpersonal and Communication Skills. In: Rider EA, Nawotniak RH. *A Practical Guide to Teaching and Assessing the ACGME Core Competencies, 2nd edition*. Marblehead, MA: HCPPro, Inc., 2010. Used with permission. . . . The 'KalRad: Kalamazoo Communication Skills Assessment Tool—Radiology' is licensed under the Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc-nd/4.0/>. Contact: Stephen D. Brown, MD - Stephen.Brown@childrens.harvard.edu.

What did this clinician do the best at? (Please pick three choices)

- Builds a Relationship
 - Opens the Discussion
 - Gathers Information
 - Understands the Patient's and Family's Perspective
 - Shares Information
 - Reaches Agreement
 - Provides Closure
 - Demonstrates Empathy
 - Communicates Accurate Information
-

Why did you choose those particular answers?

What could this clinician improve on? (Please pick three choices)

- Builds a Relationship
 - Opens the Discussion
 - Gathers Information
 - Understands the Patient's and Family's Perspective
 - Shares Information
 - Reaches Agreement
 - Provides Closure
 - Demonstrates Empathy
 - Communicates Accurate Information
-

What could they have done better?

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