

## ADC standard OSCE

### Communication marking rubric

Action/criterion <i>A grade is provided for each action/criterion</i>	Grades			
	Very good	Satisfactory	Borderline	Unsatisfactory
<b>Demeanour</b> <ul style="list-style-type: none"> <li>• Body language is open with appropriate eye contact</li> <li>• Speech is clear and not aggressive, loud, difficult to understand or hear</li> <li>• Presents in a approachable, friendly but professional manner</li> <li>• Relaxed, open and interested</li> <li>• Demonstrates empathy, respect, patience and inclusiveness</li> </ul>	<p>Displays comprehensive and appropriate interpersonal skills, emotional intelligence and/or cultural sensitivity</p>	<p>Displays appropriate interpersonal skills, emotional intelligence and/or cultural sensitivity but some skills may be absent</p>	<p>Displays interpersonal skills, emotional intelligence and/or cultural sensitivity but may use them in a "rote" manner, in a manner inappropriate for the presented situation or miss an important skill</p>	<p>Essentially absent, inappropriate or incorrect interpersonal skills, emotional intelligence and/or cultural sensitivity</p>
<b>Gathers information using language techniques</b> <ul style="list-style-type: none"> <li>• Uses open-ended questions</li> <li>• Uses language appropriate to patient's health literacy</li> <li>• Demonstrates active listening and allows appropriate time for patient response</li> <li>• Uses a 'discussive' style and encourages questions</li> </ul>				
<b>Elicits patient's perspective</b> <ul style="list-style-type: none"> <li>• Determines patient's goal in seeking care but avoids inappropriate probing</li> <li>• Acknowledges and responds to patient's ideas, feelings and values</li> <li>• Explores patient barriers to dental health when appropriate</li> </ul>				

<p><b>Joint decision making</b></p> <ul style="list-style-type: none"> <li>• Shares information in a concise, readily understood manner</li> <li>• Frames information in terms of patient's original concerns</li> <li>• Discusses options that are consistent with patient's lifestyle, values, beliefs and/or motivation</li> <li>• Checks patient understanding by paraphrasing, restating and clarifying information</li> <li>• Encourages patient to participate in decision making to the level they are comfortable with</li> </ul>	<p>Displays comprehensive and appropriate interpersonal skills, emotional intelligence and/or cultural sensitivity</p>	<p>Displays appropriate interpersonal skills, emotional intelligence and/or cultural sensitivity but some skills may be absent</p>	<p>Displays interpersonal skills, emotional intelligence and/or cultural sensitivity but may use them in a "rote" manner, in a manner inappropriate for the presented situation or miss an important skill</p>	<p>Essentially absent, inappropriate, or incorrect interpersonal skills, emotional intelligence and/or cultural sensitivity</p>
<p><b>Provides closure</b></p> <ul style="list-style-type: none"> <li>• Checks for any other issues or concerns</li> <li>• Summarises and confirms agreement with plan when appropriate</li> <li>• Reviews next steps/follow-up</li> <li>• Checks for satisfaction with visit without badgering patient</li> </ul>				