

Applications of Direct Observation

1. Assess a student's clinical skills
 - a. Interviewing style
 - b. Process of obtaining history
 - c. Technique and organization of physical examination
2. Distinguish specific parts of the encounter
 - a. Opening
 - b. Elicitation of presenting problem
 - c. Background history
 - d. Physical examination
 - e. Explanation of treatment/management
 - f. Closure
3. Observe the student in hallway interactions with preceptor(s) or clinic staff
4. Look for specific behaviors regarding the process of the visit
 - a. Putting patient at ease
 - b. Communicating clearly
 - c. Listening attentively
 - d. Responding to patient's issues
 - e. Organizing the flow of information
 - f. Specific techniques of exam
5. Separate the content issues
 - a. Full description of presenting problems
 - b. Patient's expectations
 - c. Psychosocial context
 - d. Relevant history
 - e. Appropriate exam
 - f. Concise, clear directions
 - g. Provision for follow-up
6. Observe how student communicates attitudes
 - a. Body language
 - b. Voice
 - c. Pace
 - d. Touch
7. Observe effect of the interaction on the patient
8. Organize, prioritize, and balance examples of positive and negative items prior to providing feedback