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