

TIME AND TALK: STRUCTURING PATIENT-CENTERED COMMUNICATION

ASSESSMENT

LEARNER EVALUATION

At the end of the workshop, participants are encouraged to evaluate what they have learned during the day.

A good way of conducting the evaluation process is to return to the list of aims and objectives defined by the participants at the beginning of the workshop to determine if they have all been properly addressed. By revisiting the aims, it is also possible to remind participants of how each goal was addressed and to answer any final questions. If anything has not been addressed, there may be time to do so before the end of the workshop.

If the workshop is part of a series of university workshops on communication skills, Time and Talk can be used as the basis for an assessment process. For example, the examinations (along the lines of medical Objective Structured Clinical Examinations or OSCEs) might be focused around scenarios that demonstrate empathy or breaking bad news and participants can be marked according to the list of [Competency Skills](#). This can be done in conjunction with particular tasks from the appointment content list, e.g., seeing a patient for the first time at direct referral or fitting a hearing aid.

FACILITATOR EVALUATION

After the workshop, the facilitator should also review the day, asking questions such as:

- What went particularly well and why did it go well?
- Was there a “safe” learning environment?
- Did all participants appear to feel comfortable?
- Were all the participants’ aims and objectives addressed?
- Was the timing of each session appropriate?
- Did everyone have an opportunity to participate and contribute their ideas?
- Were there any unanswered questions?
- Is any follow-up needed?
- Did the facilitator balance the speaking time between him- or herself and participants? This mirrors the relationship between the clinician and the patient - if the clinician is talking all the time, something is wrong.
- Was there anything that could be changed/improved for next time?

These questions may also be given to the participants in a small survey at the end of the workshop or sent to them afterwards.