



College of Intensive Care Medicine  
of Australia and New Zealand

## Workplace Competency Assessment – Communication: Standard

Trainee Name: \_\_\_\_\_

CICM ID: \_\_\_\_\_

Hospital: \_\_\_\_\_

Date: \_\_\_\_\_

Assessor Name: \_\_\_\_\_

CICM ID: \_\_\_\_\_

Relevant case information to justify complexity:



## Workplace Competency Assessment – Communication: Standard

### Global assessment:

**Trainee self-assessment:** In order to provide safe, effective and high quality care in similar cases, the entrustment level I would choose is:

<input type="checkbox"/> Direct supervision	<input type="checkbox"/> Proactive supervision	<input type="checkbox"/> Responsive Supervision	<input type="checkbox"/> Oversight	<input type="checkbox"/> Independent
---	--	---	------------------------------------	--------------------------------------

**Assessor:** Based on this observation, in order to provide safe, effective and high quality care in similar cases, the trainee's entrustment level would be:

<input type="checkbox"/> Direct supervision	<input type="checkbox"/> Proactive supervision	<input type="checkbox"/> Responsive Supervision	<input type="checkbox"/> Oversight	<input type="checkbox"/> Independent
---	--	---	------------------------------------	--------------------------------------

### Descriptions of levels of entrustment

Level 1	<p><b>Direct supervision</b> The trainee requires direct observation from a clinical supervisor; prompting is required or the task/activity is performed collaboratively with the clinical supervisor as a coactivity.</p>
Level 2	<p><b>Proactive supervision</b> The trainee requires the clinical supervisor to be in the clinical unit and physically available within minutes to provide assistance and consultation. Findings or decisions may require consultation.</p>
Level 3	<p><b>Responsive supervision</b> The trainee requires the clinical supervisor to be in the hospital and available for consultation and assistance; this includes availability by telephone for advice. Findings or decisions may require consultation.</p>
Level 4	<p><b>Oversight</b> The trainee requires the clinical supervisor to be readily contactable, but the clinical supervisor does not need to be in the hospital. The trainee may require consultation for complex cases, complications or unexpected issues.</p>
Level 5	<p><b>Independent*</b> The trainee understands risks and performs tasks/activities safely. The trainee is able to provide supervision to and teach junior trainees.</p>

\*Although the trainee is able to perform the task/activity independently, as a trainee of the CICM training program the clinical supervisor must assume overall responsibility for the trainee at all times.



## Workplace Competency Assessment – Communication: Standard

### Actionable Feedback

	Elements done well	Elements for development
<p><b>Prepares for meeting effectively</b></p> <ul style="list-style-type: none"><li>• Appropriately collates data relating to the specific medical situation before the meeting</li><li>• Appropriately collates data relating to the specific family dynamics before the meeting</li><li>• Constructs and articulates an appropriate goal for the forthcoming meeting</li><li>• Chooses appropriate venue and timing</li></ul>		
<p><b>Carries out meeting effectively</b></p> <ul style="list-style-type: none"><li>• Makes appropriate introductions</li><li>• Displays appropriate goal setting at start of meeting (<i>'I wanted to meet with you today to ....'</i>)</li><li>• Gives family time to speak and demonstrates advanced listening skills</li><li>• Changes course of discussion as required in response to family reactions</li><li>• Paces discussion with appropriate use of pauses and silence</li><li>• Recognises opportunities for empathy and displays empathetic responses</li><li>• Appropriately interprets and answers questions</li><li>• Chooses language appropriate to audience, avoids jargon</li></ul>		



## Workplace Competency Assessment – Communication: Standard

<p><b>Appropriate professional behaviour</b></p> <ul style="list-style-type: none"><li>• Demonstrates sensitivity and respect for patient/ family/whānau and colleagues</li><li>• Maintains patient dignity, privacy and confidentiality</li><li>• Demonstrates culturally safe behaviours</li></ul>		
<p><b>Effective collaboration with colleagues, patients, and family/whānau</b></p> <ul style="list-style-type: none"><li>• Debriefs the team when necessary</li><li>• Works towards shared understandings and goals with colleagues and patient, family/whānau</li></ul>		
<p><b>Effective communication skills</b></p> <ul style="list-style-type: none"><li>• Provides comprehensive information</li><li>• Completes full and accurate documentation</li><li>• Completes relevant handover to other staff</li><li>• Demonstrates culturally safe communication techniques</li><li>• Demonstrates appropriate non-verbal communication</li></ul>		

Trainee reflection, goals and future actions: