

CONSULTATION ASSESSMENT AND IMPROVEMENT INSTRUMENT FOR NURSES- CAIIN

CATEGORIES AND COMPONENT COMPETENCES (% weighting)

Interviewing (20%)

- Puts patients/clients at ease
- Allows patients/clients to explain situation/problem fully
- Listens attentively
- Seeks clarification of words used by patients/clients as appropriate
- Phrases questions simply and clearly
- Uses silence appropriately
- Recognises patients/clients' verbal and non-verbal cues
- Considers physical, social and psychological factors as appropriate
- Demonstrates an efficient approach to information gathering

Examination, diagnostic testing and practical procedures (10%)

- Elicits physical signs correctly and sensitively
- Uses instruments in a competent and sensitive manner
- Performs technical procedures in a competent and sensitive manner
- Performs 'near patient testing' correctly

Care planning and patient management (20%)

- Formulates appropriate care plans
- Provides appropriate reassurance and explanation
- Negotiates care plans with patients/clients
- Uses clear and understandable language
- Educates patients/clients appropriately in practical procedures
- Makes discriminating use of referral, investigation and drug treatment
- Checks patients/clients' level of understanding
- Arranges appropriate follow-up

Problem solving (15%)

- Accesses relevant information from patients/clients' records
- Identifies patients/clients' reason(s) for attendance and associated concerns and expectations
- Elicits relevant information from patients/clients
- Seeks relevant clinical signs and makes appropriate use of 'near patient testing'
- Correctly interprets information gathered
- Applies clinical knowledge appropriately in the identification and management of the patients/clients' problem
- Uses protocols as appropriate
- Recognises limits of personal competence and acts accordingly

Behaviour/relationship with patients/clients (15%)

- Maintains friendly but professional relationship with patients/clients
- Conveys sensitivity to the needs of patients/clients
- Is able to use the professional relationship in a manner likely to achieve mutual agreement with the care plan

Health Promotion/disease prevention (10%)

- Acts on appropriate opportunities for health promotion and disease prevention
- Provides appropriate explanation to patients/clients for preventive initiatives suggested
- Works in partnership with the patient/client to encourage the adoption of a healthier lifestyle

Record keeping (10%)

- Makes an appropriate record of the consultation
- Enters results of measurements in records
- Records care plan to include advice, prescription and follow up arrangements as appropriate

CONSULTATION ASSESSMENT AND IMPROVEMENT INSTRUMENT FOR NURSES - CAIN

CRITERIA FOR THE ALLOCATION OF MARKS OR GRADES

The following descriptors of performance are to be used as yardsticks of levels of achievement.

Criteria	Marks	Grades
Consistently demonstrates a high standard of capability in all components.	80% or above	A
Demonstrates a high standard of capability in most components and a satisfactory standard in all.	70-79%	B
Demonstrates capability in all components to a satisfactory standard.	60-69%	C+
Demonstrates capability in most components to a satisfactory standard. Some minor omissions and/or defects in some components.	50-59%	C
Demonstrates inadequacies in several components but no major omissions or defects.	40-49%	D
Demonstrates major omissions and/or serious defects; clearly unacceptable standard overall.	39% or below	E