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
- 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
CRITERIA FOR THE ALLOCATION OF MARKS OR GRADES

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

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