

**Оценочные средства для проведения аттестации  
по дисциплине «Мастер-класс по клиническому общению в  
англоязычной среде»  
для обучающихся по образовательной программе  
специалитета  
по специальности 31.05.01 Лечебное дело,  
направленность(профиль) Лечебное дело,  
форма обучения очная  
на 2023- 2024 учебный год**

**1. Оценочные средства для проведения текущей аттестации по дисциплине**

Текущая аттестация включает следующие типы заданий: решение ситуационных задач, собеседование.

4.1.1. Примеры ситуационных задач:

Проверяемые индикаторы достижения компетенции: УК-4.1.1, УК-4.2.1, УК-4.3.1, ПК-6.1.6, ПК-6.2.7.

Решите следующую ситуационную задачу «Building a Relationship with the Patient» (Установление контакта с пациентом). Прочитайте описание следующего клинического случая

Jim and Susie

Jim Ryan, an old 89 year old man with pneumonia is being cared for by his nurse, Susie O'Callaghan.

It is Jim's second day in hospital and he is quiet and appears reluctant to engage with Susie. They are meeting for the first time today.

Think how effective Susie's communication skills are in building rapport with Jim as you progress through the case study.

Listen to the audio. Here is the transcript of their conversation.

**Building a Relationship case study**

Character	Visual and audio direction	Dialogue
	Jim is sitting up in bed and Susie is at the bedside.	

Susie	Susie is on the left side of Jim's bed. She stands above Jim while talking. She smiles a bit, trying to be friendly. Her arms are crossed.	Hello James. How are you today?
Jim	Slightly unhappy	I am fine, thank you.
Susie	Neutral/Matter of fact	I have read your healthcare record and see that you were admitted over the weekend with pneumonia.
Jim	Slightly unhappy	That's right.
Susie	Small smile	Can you pull up the sleeve of your pyjamas please?
Jim	Confused	Sorry, what did you say? I can't hear you very well on my left side.
Susie	Looking guilty, moves to the right side of Jim	I am taking your blood pressure now.
Jim	Slightly unhappy	Oh, ok.
Susie	Neutral	Your temperature is fine but your blood pressure is a little low.
Jim	Concerned  Annoyed	Are you the nurse?  I can't tell who is who around here. You all

		look the same to me!
Susie	Small smile	Yes, I am your nurse. The doctor has prescribed some medication for you. You need to take your tablets 3 times a day.
Jim	Unconcerned  Defiant	Ah, I don't need those. I get this chest infection every year and it clears away on its own.  I don't like taking medication. Don't trust it. Never know what it might do to me.
Susie	Concerned	You need to take your medication James. It's not dangerous and it will help you to get better.
Jim	Defiant  Sad  Annoyed and perhaps a bit sad	I have been around longer than you. I know what I need.  Ever since my wife died I have been taking care of myself. (short pause)

		How would you know? You don't even know my name. No one calls me James. My name is Jim.
Susie	Regretful	I am sorry Jim.
Jim	Annoyed	How would you know if I take the tablets anyway after I leave hospital? I might just throw them in the bin!
Susie	A bit condescending/dismissive  More positive sounding, trying to recover the situation	I'm sure you wouldn't do anything like that Jim. You seem like a sensible man.  Do you have any questions for me?
Jim	Annoyed, emphatic	No, thank you.

Ссылка -

[http://healthcarecoms.hseland.ie/buildingarelationship/story\\_html5.html](http://healthcarecoms.hseland.ie/buildingarelationship/story_html5.html)

Прокомментируйте успешность речевого поведения Сьюзи. Назовите ошибки, которые она допустила и причины коммуникативной неудачи.

Прочитайте текст еще раз и предложите вариант, который поможет Сьюзи добиться благоприятного исхода (Look at the consultation again and try to help Susie reach a better outcome).

Возможный ответ:

Susie didn't build a good relationship with Jim. As a result, by the end of their consultation, Jim remained unconvinced to take his medication.

Выберите оптимальный вариант общения для Сьюзи:

### Greetings and introductions

Susie met Jim for the first time. She called him James and asked him how he was feeling. Select the correct option from the given below

- a) Hello, I am Susie. I 'm going to look after you today.
- b) Hello, James, I am Susie O'Callaghan. I'm going to look after you today. how are you feeling?
- c) Hello, Mr Ryan, I am Susie O'Callaghan, I am the nurse looking after you today. We haven't met before – how are you feeling today?

### Non-verbal behaviour

When Susie greeted Jim, she stood above him with her arms crossed. She smiled a little but did not make a good connection with him.

Выберите правильный ответ. What non-verbal behaviour would help Susie towards building a better relationship with Jim?

- a) Sit down so that they meet at eye level
- b) Cross her arms while talking to him
- c) Use a warm and welcoming tone of voice
- d) Lean backward

### Involving the patient

Susie asked Jim to pull up his sleeve – what else could she have done to involve him and build a good relationship?

Выберите правильный ответ. Select the correct option:

- a) I need to check your blood pressure so we can make sure you are recovering well. Is that ok?
- b) Your blood pressure was a little low last night, so I am taking your blood pressure now.

### Showing empathy

Jim tells that he doesn't trust medication. What response could Susie use to demonstrate empathy to Jim?

Выберите правильный ответ Select the correct option.

- a) You sound worried about taking these tablets – can you tell me more about what's on your mind?
- b) What do you think will happen if you don't take your medication?
- c) The doctor only has your best interests at heart. You need to take the medication to get better.
- d) Everyone wants you to get better Mr Ryan. Please be reasonable.

#### 4.1.2. Примеры вопросов для собеседования

Проверяемые индикаторы достижения компетенции: ОПК-10.1.2.

- a) Приведите примеры речевых формул, используемых на этапе обсуждения
- б) Поясните, что такое эмпатия, приведите примеры выражения эмпатии в вербальной форме.

Промежуточная аттестация проводится в форме зачета.

Промежуточная аттестация включает следующие типы заданий: контрольная работа.

#### 4.2.1. Пример варианта контрольной работы

Проверяемые индикаторы достижения компетенции: К-4.1.1, УК-4.2.1, УК-4.3.1, ПК-6.1.6, ПК-6.2.7, ОПК-10.1.2.

1. What questions can be asked at the stage of the present illness?
2. Arrange the stages of a medical interview in the correct succession (Physical Examination, Past History, Present History, Review of systems, etc).
3. What is the correct form of introducing yourself to the patient?
4. What are the techniques for interviewing the elderly? Give examples.
5. What does mental status assessment involve?
6. What are the techniques for interviewing young patients?

В полном объеме фонд оценочных средств по дисциплине доступен в ЭИОС ВолгГМУ по ссылке(ам):

В полном объеме фонд оценочных средств (примеры заданий) по дисциплине доступен в ЭИОС ВолгГМУ по ссылкам:

- <https://elearning.volgmed.ru/course/view.php?id=7220#section-4> – Текущая аттестация, 6 семестр;
- <https://elearning.volgmed.ru/course/view.php?id=7220#section-5> – Промежуточная аттестация, 6 семестр

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Заведующий кафедрой



В. В. Жура