

## Rating System for Interviewing Mental Health Cases

As a student your interviewing skills can influence the patient's perception of you and how they experience their illness. Successfully interviewing patients from diverse cultures requires you to understand different communication patterns, family dynamics and related factors such as etiology of their mental health conditions, traditional healing practices and how disclosing illnesses may invite shame on the family.

**Under each item – please rate how effectively the student displayed the skill:**

Rating: 1: Fair      2: Good      3: Very Good      4: Excellent

**Please evaluate to what extent the student inquired into these areas:**

- 1) Active listening with empathy and understanding the patient's perception of his/her problem. The patient is encouraged by student to tell their "story." Student asked patient tell me what it is like being you? Why do you think this problem started now? Have you discussed this with you friends/family? What do they think?

Rating: \_\_\_\_\_

- 2) The student explaining his/her perception and understanding of the problem to the patient. Rating: \_\_\_\_\_

- 3) The student acknowledging and discussing the patient's condition with him/her. Rating: \_\_\_\_\_

- 4) The student recommending treatment based on his/her best understanding of the patient's problem. Also – discussing complementary and nontraditional approaches with the patient.

Rating: \_\_\_\_\_

- 5) The student discussed with the patient his/her religious and spiritual beliefs because this can influence the patient's views about health care, etiology and the meaning of their illness, and the appropriateness of medical procedures.

Rating: \_\_\_\_\_

- 6) The student asked the patient if they have sought help from alternative or folk healers, friends, or other people who are not doctors for help with their condition. Asking if it helped.

Rating: \_\_\_\_\_

- 7) Student asking probing question such as: How best do you think I can help you? How can we work together on this? Try to find options that will be mutually acceptable to you and your patient and that do not contradict but rather incorporate the patient's beliefs into treatment.

Rating: \_\_\_\_\_

- 8) Autonomy, authority and family dynamics: Did the student consider the following:

Although patient autonomy is a core ethical principle in the practice of medicine, you must also recognize the fact that the way people make decisions is influenced by their family relationships, their cultural backgrounds, and other factors. What is the role of the family in patients' medical decision making process? What is the role of their community and spiritual leaders in their decisions? Attitudes toward allopathic medicine.

Rating: \_\_\_\_\_

- 9) Negotiate a treatment plan that is acceptable to both yourself and your patient. Although this may not, from your perspective, be the optimal plan, it is important that whatever plan you agree on is both acceptable and meaningful to the patient:

Rating: \_\_\_\_\_

Overall Rating: 32-36 ---→ Excellent    26-31---→ Very Good    20 – 25 ---→ Good    TOTAL: \_\_\_\_\_

Additional Notes: