

CSA
Improving Candidates' Management

K Hopayian
Deanery Spring 2017

Learning objectives

- Review how CSA conducted
- Understand what is being tested
- Explore candidates' difficulties
- Consider teaching strategies to improve management

Rules

- This is not about testing YOUR management, you are NOT on trial
- Respect each others' learning needs
- Speak up and ask questions any time!

CSA Tests...

- what candidates should be doing in real consultations, it is not pretending but...
- some things need to be done artificially to demonstrate ...
- their knowledge, skills and attitudes

CSA tests 3 domains

Interpersonal skills

Skills and attitude

Establishing Rapport

Eliciting patient's ICE

Active listening

Respect

Communication



Data Gathering

Knowledge and Skills

Identify problem

History

Examination - focused

Clinical Management

Knowledge and Skills

Investigation - focused

Treatment – accepted practice

Education/Advice

Marking

| Domain | Clear Pass 3 | Pass 2 | Fail 1 | Clear fail 0 |
|---|-----------------|-----------|-----------|-----------------|
| Date gathering, technical and assessment skills | | | | |
| Clinical domain skills | | | | |
| Interpersonal skills | | | | |

Spread of marks awarded by a group of 4 examiners to each of two consultations at an examiner training Session at Euston Sq 2016

| | CP | P | F | CF |
|--------|-------------|--------|---|----|
| DG | 1 | 3 2 | 1 | |
| CM | 1 2 | 3 2 | | |
| IP | 1 2 | 3 2 | | |
| Global | P 4 3 | B 1 | F | |

E.G.s of common errors

- Formulaic consulting rather than genuine rapport
- Inappropriate routine questions Automatic Doctor e.g. smoking/alcohol/illicit drugs
- Missing out vital questions/red flags
- Lack basic physical examination skills
- Excessive/inappropriate examination e.g. Chest Abdo CNS for cough
- Ignorance of accepted practice
- Failure to consider non-drug options
- Sharing decisions unconvincingly



E.G.s of Artifices Candidates

- Drop the “Is there anything else you want to raise today”
- When gaining permission for examination, spell out what you plan to do
- If ordering tests, spell them out

Artifices - Exam

Positives

- One problem
- Role player will answer questions succinctly
- Role player not evasive
- When there is a hidden agenda, the role player will reveal it once trust gained through good IPS
- No QOF/pop-ups/interruptions

- CSA tests real life knowledge & skills
- Sufficient knowledge to diagnose & manage conditions
- Adequate interpersonal skills
- The pitfalls trap those who are not prepared or who try artificial tricks and techniques
- The artifices of the CSA are minimal & balanced by the purity of cases
- There is no substitute for study & practice