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

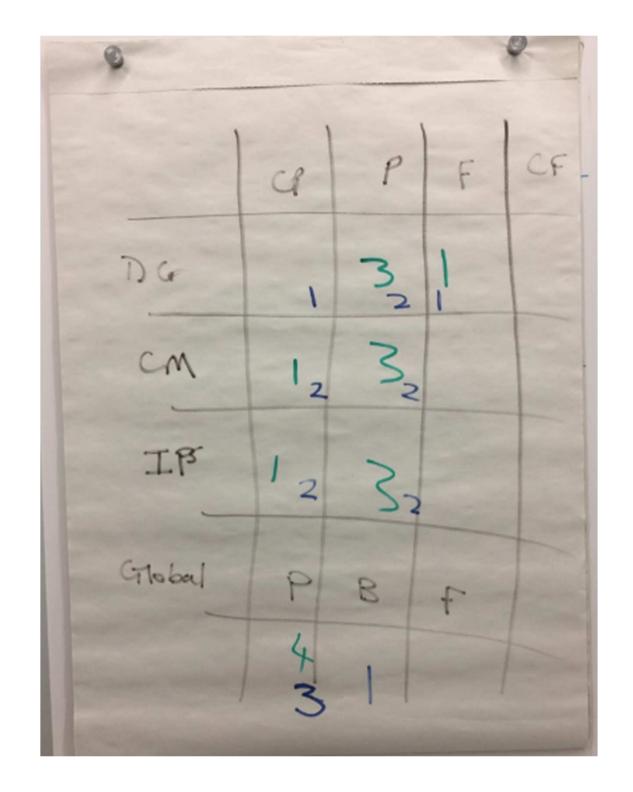
Clinical Management

Knowledge and Skills
Investigation - focused
Treatment – accepted practice
Education/Advice

Marking

Domain	Clear Pass	Pass	Fail	Clear fail
	3	2	1	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



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