

### Trainee & Program Details

Training Program

Basic Training AU (Paediatrics) 2025

Training Program Phase \*

Consolidation

Date of Observation \*

02/03/2025

### Observation Capture Details

Observation Capture Type \*

Interactions with patient, family and/or whānau

Summary of Activity \*

In the general paediatric ward on daily rounds, Jamal explained a new diagnosis of coeliac disease to the parent of a 6-year old child. He used visual aids, plain language and asked the family to explain their understanding to ensure the parent and patient fully understood the condition, it's implications and the required dietary changes. His communication was clear, compassionate and tailored to the parent's needs, supporting informed decision making and family-centred care.

Complexity \*

2 - Medium

Primary Learning Goal \*

Communication with patients

### Learning Goal Components

Select the learning goal components observed during the Observation Capture.

Name	Observed	
communicate with patients and their families or carers from a broad range of socioeconomic and cultural backgrounds	Yes	No
communicate with colleagues and other staff	Yes	No
use of different modalities for communication, such as face-to-face, email, or phone calls	Yes	No
perform this activity in multiple settings, including inpatient and ambulatory care settings and in emergency departments.	Yes	No

### Trainee Reflection

The below section is to be filled in by the Trainee

What did you do well?

I made an effort to keep my explanation clear and avoided medical jargon, which helped the parent feel at ease. I welcomed questions and gave them time and space to express their concerns which seemed to build rapport. I used simple language to explain the diagnosis and management and I felt that the parent was engaged and understood the main points. Overall, I felt confident that I had communicated effectively in the moment.

What could you improve next time?

In future cases similar to this one, I would like to offer written materials to help reinforce the key messages after the conversation. I also think checking in with the family after they've had time to process the information could be helpful, particularly if the diagnosis is new or overwhelming. Following up would give them a chance to ask questions they may not have thought of at the time.

### Assessor Feedback

The below section is to be filled in by the Assessor

How much supervision did the trainee require during this activity? \*

4 – I needed to be available to contact just in case (supervision at a distance)

What did the trainee do well? \*

Jamal used clear, age-appropriate language and created a supportive environment where the parent felt comfortable asking questions. He demonstrated empathy throughout the discussion and actively engaged the parent in the conversation. Checking for understanding from the family is essential in paediatric communication, Jamal demonstrated this technique well. His calm and respectful approach helped foster trust in what could have been an overwhelming situation for the family.

What could the trainee improve upon to improve their performance? \*

To build on this strong communication foundation, Jamal could consider providing written information or a printed resource to support retention after the conversation. This is especially helpful for families processing new or complex information. He could also organise to follow up with the family to address any questions that arise later. These steps will further reinforce shared understanding and demonstrate continuity of care.