

**Final report for LIVE Teaching Fund Prize winner 2008
(Communication skills DVD)**

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Outline of Project 1: Development and production of a training DVD for OSCE examiners in communication skills

The use of OSCEs (Objective Structured Clinical Examinations) to assess communication skills has become the accepted method at several veterinary schools in the UK (particularly the Royal Veterinary College). At the last meeting of national coordinators of NUVACS (the National Unit for the Advancement of Veterinary Communication Skills), a common problem encountered at schools that use OSCEs to assess communication skills was training examiners for communication skills stations. The DVD consists of four scripted OSCE stations, each done in 4 different ways to varying levels of skill. Educational role-players played the client roles, and students were recruited to learn scripted scenarios for the 4 versions of each station. Scripts were written by Helen Shore and Carol Gray and the four stations were:

- Itchy cat
- Infected goats
- Distressed pony
- Vomiting dog

The stations were recorded by Peter Nunn in the RVC OSCE rooms, and then edited on video editing software to produce a DVD. A folder containing the DVD, guidance notes and a lesson plan, actor and candidate instructions and mark sheets for all stations, as well as a link to the written resources online have now been sent out to all the UK veterinary schools and other interested parties in Europe and Australia.

Outline of Project 2: Development and production of a DVD for use in communication skills teaching sessions/staff training to highlight the use or non-use of skills for each part of the Calgary-Cambridge veterinary consultation model

The teaching of communication skills focuses mostly on experiential learning. However, there are occasions when a lecture or seminar format is used, particularly during introductory sessions. Introduction of the Calgary-Cambridge based veterinary consultation model involves discussion of the skills. This type of session can now be greatly enhanced with this DVD showing each skill being used or not being used. Educational role players were used for the client roles, and students were recruited for the

role of the vet. Two scenarios were scripted by Susan Gregory, Paul Wood and Belinda Yamagishi:

- An incontinent dog
- A cow with mastitis

The scenarios were recorded by Peter Nunn on the farm and in a consulting room, and then edited on video editing software to produce a DVD. A folder containing the DVD and notes with a full commentary on the scenarios and discussion points as well as a link to the written resources online have now been sent out to all the UK veterinary schools and other interested parties in Europe and Australia.