

RANZCP Auckland Training Programme
Mock Objective Structured Clinical Examination

Station No. 1

Sept 2007

Station No. 1 - Introduction and Aims

This station concerns the ability to work collaboratively with cultural service support staff in providing care and information for patients and their families.

The main aim of this station:

The candidate must discuss family and patient engagement and the cultural issues affecting this, with a Cultural Support Worker from an Asian Cultural Support Service. During this process, the candidate will need to educate this worker about the patient's psychiatric condition.

Candidate must demonstrate

- an understanding of the role and importance of such cultural support workers
- the ability to provide education about schizophrenia to an allied service worker who lacks medical or nursing training, using appropriate language and concepts
- the ability to work collaboratively with the cultural support worker in planning how to engage the family and patient
- an understanding of cultural issues as they affect presentation and treatment planning in mental health

Requirements:

- Table and 2 chairs
- Actor for the Asian Cultural Service Worker (male or female, Asian ethnicity)
- Instructions for Candidate

Station No. 1 - Instructions to Candidate

You have seventeen (17) minutes to complete this station, after this reading time.

You are based in a Community Mental Health Centre, and are responsible for a patient Li Chan, a 20 year old Chinese man who lives with his family. You have refreshed your recall of his case from the provided background history.

You are now meeting with Ms Wei who is a support worker from the Asian Cultural Support Service, as your team have referred Li and his family to this service.

Before going into this meeting, you have been told by the CMHC's social worker that the staff from the Asian Cultural Support Service are lay people who do not have any medical or nursing training, but who have some experience of working alongside health services. The team social worker was to have joined you for the meeting but has been double-booked so will not now be able to attend.

Li's community nurse catches you before the meeting with Ms Wei to tell you that Mrs Chan, Li's mother, has today told her that she has been taking Li to a Chinese herbalist for treatment. The nurse is concerned by this and feels that it needs to be stopped as there might be a drug interaction.

Your tasks are to:

- **Orientate Ms Wei about Li and his family, especially the issues with which you need assistance from the Asian Cultural Support Service**
- **Provide education for Ms Wei about schizophrenia and how this affects Li**
- **Discuss the issue of Li's treatment and of his being taken to see the Chinese herbalist**
- **Work collaboratively with Ms Wei in planning how to engage Li and his family**

Station No. 1 - Instructions to Examiner

The examiner will introduce the candidate to the surrogate patient, and will hand them the *Candidate's Instructions*.

“This is Ms Wei, the Asian Support Service representative. This is a copy of your instructions. Please proceed with your tasks.”

If the candidate asks any other questions about their task, refer them back to the *Candidate's Instructions* by saying

“You have your instructions, please proceed.”

If the candidate says they are finished and want to leave the room, say:

“You may leave the room, but please make sure that you have completed the tasks to your satisfaction, as you cannot come back in again.”

Station Operation Reminders – for Examiners

Prior to examination / between candidates: (3 minutes)

- Clear any used writing paper from last candidate into the rubbish bin
- Ensure that water & tissues are still available for candidate's use on table
- Ensure that the Candidate's tray-table has on it:
 - Laminated copy of 'Instructions to Candidate'.
 - Paper copy of the patient Case Summary from the Bye station for reference
 - Writing paper on clipboard, pen

During examination: (17 minutes)

- At the first bell, ensure fresh mark sheets are ready (candidate is now outside reading - so careful to keep any noise down in the OSCE room)

At conclusion of OSCE: (3 minutes)

- Retrieve writing paper clipboard and pen from the candidate (don't let them carry these off) and clear away used pages into bin
- Complete marking and get a fresh mark sheet ready for next candidate
- Ensure room is set up again for next candidate (as above)

Station 1 - Instructions to Simulated Asian Support Service Representative - Ms Wei (use own 1st name)

You are a 35 year old woman of Chinese ethnicity, born in Taiwan, who has lived here for 20 years. You are well acculturated now and speak fluent English. You speak Cantonese and Mandarin fluently.

You have in the past three years since the service was set up mostly worked alongside health service teams in the general hospital, so you are relatively inexperienced in mental health issues. You only have a lay person's knowledge of mental disorders, diagnoses and treatments. You have been sent a referral, but this was brief, and contained little background history about Li and his family. You do know that he lives with his parents and has a sister, and that he is currently unemployed.

You are reasonably knowledgeable about commonly used Chinese herbal medicines but you would not know whether these might cause any drug interactions with psychotropic medications – however you will have suggestions as to how to look into this and get further information.

You are knowledgeable about cultural beliefs, issues and stigma regarding mental health problems, regarding how these commonly affect Chinese families.

In your own background, your mother's sister suffered from severe depressions but was not formally diagnosed or treated. The family cared for her and tried to keep her problems hidden from the local community. You recall your aunt staying with your family when unwell during your childhood and being very withdrawn for long periods, but it was made clear to you that the matter was not to be discussed with anyone. You might draw on this personal experience as an example when explaining to the candidate about stigma within more traditional Chinese families regarding mental disorders, although you may not choose to say that this situation occurred in your own family.

Things that you must say at some point (in some similar form of words):

At the start, the candidate enters and should approach you and introduce themselves. If not, say:

"Hello, I'm (Susan/Elsa) Wei, from the Asian Support Service.

Thanks for referring Li Chan to us – how can we help?"

Regarding Li's diagnosis and treatment, you will be keen to learn about this but will not initially have much knowledge about schizophrenia or its treatment. You will have certain misconceptions, as below, but you will learn fast and will grasp the main issues as long as the candidate explains these reasonably. You can pretend to make some notes. **"I'm sorry but I've mainly been working in the general hospital, so I don't know much about mental illnesses. What is Li's diagnosis exactly? (or if they have already given this) Can you explain to me about schizophrenia? It's a split personality isn't it?"**

At some point, say:

"Patients with a psychosis like schizophrenia, they're dangerous aren't they? Aren't they unpredictable?"

"So is there any cure for Li's schizophrenia?"

Feel free to ask any questions you need about Li's background, such as whether he was working or studying before becoming unwell, his age relative to his sister, the family relationships and how long they have been in the country, etc. – especially if the candidate does not offer this information themselves, when orientating you. Your service is keen to work alongside health service staff, in a partnership and consultation model.

If the candidate doesn't make it clear, press them to be clear about what specifically they want assistance with, in working with Li and his family. **"So exactly how would you like our service to help?"**

At some point, ask **"What language do the family speak?"** (and if the candidate just says "Chinese"), **"Cantonese or Mandarin, or a dialect?"** You will be prepared to assist with interpretation at any planned family meeting, as in your view the family most likely speak Cantonese. You may offer to check this by phone.

How to Play the Role:

Be straightforward and pleasant in manner, keen to be of help and to work cooperatively. You will want to learn about Li's diagnosis and treatment and about his family, and will be keen to share information about likely cultural issues affecting his family's interactions with mental health services, such as stigma, his family role as the oldest child and only son, the issue of the Chinese herbalist, etc. Do not use technical jargon or terms unless these are given by the candidate – use lay language as far as possible.

If the Candidate were rude, condescending or insensitive with you:

You would become very polite and formal, and not show irritation directly, but you would not be very helpful either. You might say that there was little that you could offer and try to terminate the meeting early.

MARKSHEET
Station 1

1.0 APPROACH

Did the candidate demonstrate an appropriate professional approach to the cultural service worker and engage well with them? (Proportionate value - 20%)

Achieves the standard by managing the necessary tasks while maintaining a professional and friendly manner. Candidate is to demonstrate respect for the importance of cultural issues, to not assume that they know as much about this as the cultural worker, and is to be helpful and not condescending in providing information.

Surpasses the standard if manages this interaction especially well, with a better than average balance between appropriate education while maintaining an equal partnership with an allied health worker.

Does not achieve the standard if – lacks cultural sensitivity, is arrogant or makes assumptions or appears not to be taking sufficient notice of the cultural worker's views and suggestions.

Category: Approach to cultural worker	Surpasses Standard	Achieves Standard	Just below standard	Standard Not Achieved
ENTER GRADE (X) IN ONE BOX ONLY				

2.0 EXPLANATION ABOUT PATIENT'S DIAGNOSIS, BACKGROUND AND TREATMENT

Did the candidate appropriately explain the patient's diagnosis and psychiatric treatment, and orientate the cultural worker about the main issues arising with the family? (Proportionate value - 30%)

Achieves the standard by providing good explanations about schizophrenia and its treatment, especially with regard to Li. Explanations need to be understandable by a lay person, without reliance on unexplained technical terms or jargon. Candidate also needs to orientate the cultural worker appropriately about the family situation and Li's personal history, without the cultural worker having to elicit most of this information through questioning. Appropriate (non-condescending) replies to the cultural worker's misconceptions are required.

A candidate who surpasses the standard will cover all these aspects fully and clearly and will orientate the cultural worker proactively about Li's history without having to be asked too many questions to elicit this.

Does not achieve the standard if the discussion is inadequate, explanations are hard to follow or overly reliant on jargon, or if little or no background history about Li and his family is provided spontaneously so as to orientate the cultural worker.

Category: Explanations about therapy	Surpasses Standard	Achieves Standard	Just below standard	Standard Not Achieved
ENTER GRADE (X) IN ONE BOX ONLY				

3.0 DISCUSSION OF HERBAL MEDICINE VS ANTIPSYCHOTIC TREATMENT

Did the candidate discuss sensibly the nurse's concerns about Li using Chinese herbal medicines? (Proportionate value - 15%)

Achieves the standard by raising this issue appropriately so as to obtain information from the cultural worker, rather than to automatically dismiss such treatment. Candidate needs to make arrangements to find out more about this treatment, rather than stating that the herbal medicine needs to cease immediately. If it is harmless, continuation of both types of treatment (traditional and Western), as wished by Li and his family, is to be discussed.

A candidate who surpasses the standard will negotiate this issue well and in a sophisticated manner, without a blanket refusal to allow the herbal medicine to be used but also without a simple acceptance of it and no attempt to find out what it consists of. Acknowledgement of this issue's effect on engagement with the family is required.

Does not achieve the standard if the matter is not well handled - e.g. if the candidate insists on the herbal treatment being ceased and tries to enlist the cultural worker's aid to tell the family this. Or if the issue is missed out altogether.

Category : Discussion about herbal medicine	Surpasses Standard	Achieves Standard	Just below standard	Standard not Achieved
ENTER GRADE (X) IN ONE BOX ONLY				

4.0 NEGOTIATING ONGOING MANAGEMENT AND ENGAGEMENT WITH THE FAMILY

Did the candidate adequately negotiate ongoing management and engagement with the family, with the cultural worker? (Proportionate value - 35%)

Achieves the standard by managing this discussion well with the cultural worker regarding the present issues impeding engagement and treatment, and in planning future joint meetings or other interventions involving the cultural worker or the Support Service, as appropriate.

A candidate who surpasses the standard will demonstrate an excellent awareness of the likely cultural issues without appearing condescending or arrogant, and will work in partnership with the cultural worker on ways to improve engagement and Li's overall outcome.

Does not achieve the standard if the candidate does not seem clear about the issues or about what assistance they want from the cultural worker, or if suggestions regarding management and engagement are inappropriate or the cultural worker's views are not sufficiently taken into account.

Category: Engagement and management discussion	Surpasses Standard	Achieves Standard	Just below standard	Standard Not Achieved
ENTER GRADE (X) IN ONE BOX ONLY				

Global Proficiency Rating

Did the candidate demonstrate adequate overall knowledge and performance of the task?

Circle One Grade to Score	Definite Pass	Marginal Performance	Definite Fail
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