



Get Real: Developing effective consulting skills with diverse cultures

Program outline

Step 1. 1 hour workshop for all 4th year students in the Hobart Clinical School – reflecting on culture and its impact on the consultation- assumptions, barriers to effective communication, use of interpreters and relatives

Step 2. Recruit volunteer 4th year international medical students and run a session reflecting on their own cultural background (and its impact on health and illness). They will be guided on how to write an OSCE station which highlights relevant features of their culture, health beliefs and health system. These students then write one OSCE scenario each. They will be paid for this task.

Step 3. Medical educators assist in refining the OSCE cases, written by the international medical students, to comply with usual assessment standards.

Step 4. Consulting skills tutors will meet to formulate a check list of competencies for use in the Culturally and linguistically diverse (CALD) orientated OSCE style case and be briefed on effective teaching of inter-cultural communication and consultation skills.

Step 5. Simulated patients from relevant cultural background will be recruited through the Migrant Resource Centre and the Southern Division of GPs Refugee Reference Group. This small multicultural group of simulated patients will join the Simulated Patient Program and be coached on how to role play, deliver standardised consultations, and give feedback to students. They will also invited to participate in the wider simulated patient group to be used for summative assessment OSCEs. While their training and support will be through the Simulated Patient Program they this training and their ongoing payment for role playing will be funded by the internationalisation Program

Step 6. All 4th year students practice at least one CALD orientated case (played by an actor/simulated patient from the relevant culture) during their 4th year Consulting Skills Workshops and receive feedback

Step 7. A summative OSCE with a CALD orientation will be developed and available for use in 4th or 5thyr exams.

Research

A qualitative research project will accompany the pilot program of Get Real. This will include:

- Questionnaire for the international medical students
 - a) on their reflection of culture post emersion into Tasmania
 - b) the impact of writing of OSCEs on their own confidence in undertaking an OSCE, and their understanding of culture
- Questionnaire for all students on the impact of CALD orientated OSCEs on their intercultural competence