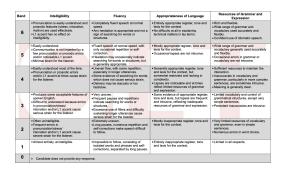
## Today:

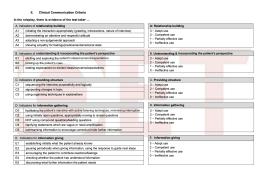
- 1 Criteria
- 2 What is IPP?
- 3 Examples & Common errors

## How many sets of criteria?



- 1. Clinical Communication Criteria
- 2. Linguistic Criteria





## What is IPP?

OET have 3 specific things that they say we can DO

• This criteria is not a list of things to do EVERY TIME <u>IN SAME WAY</u> – only **if needed** 

B. Indicators of Understand and Incorporating the Patient's Perspective		
B1	Ask ideas/concerns/expectations  (This one is often more common  PATIENT CENTERED) – 70%+ you can do it  Don't move closed (yes/no) questions before this	<ul> <li>How are you feeling today?</li> <li>I'm sorry to hear that - Can you tell me more about that?</li> <li>Can you tell me why?</li> <li>Could you tell me a bit more about that?</li> <li>Do you have any idea what might have caused this?</li> <li>What do you think about the?</li> </ul>
B2	Notice <u>signs</u> and respond	NON-VERBAL: Pain sounds: Ah! urgh!   strong breathing signs   tone of voice: 'yes'   hesitating  VERBAL: Will there be needles? / Surgery?
B3	connecting explanations to previous concerns	<ul> <li>you mentioned earlier that+ previous worry</li> <li>before you said</li> </ul>

## Commons errors to avoid:

1 Moving to <u>closed</u> questions too soon & explain

2 Not listening to answers – easy to do this!

3 Forgetting empathy BEFORE the B1 question

4 Forgetting B2!

5 Don't ask too many or too few open questions – it depends

Shy / talkative?