

PARENTS Protocol

or

„Before You leave the office and talk to the  
parents”

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Moreau et al. BMC Medical Education 2017

# Introduction

One of the most important non-technical skills is communication.

Communication with the parents of Your patients is sometimes quite difficult.

To improve this skill we can use a standardized protocol called PARENTS.

It does not matter if You are „very young” physician or „experienced” one You can use PARENTS to communicate with comfort with Your patients 😊

The protocol was constructed with the participation of academic researchers, medical educators, residents, parents and statisticians.

**Very important:**

**it is not the issue to assess Your non-technical skills with this protocol, but just to be aware of this item and e.g. read it, remember about it before You leave the office to talk to the parents of Your patient. It will improve Your communication !**

**Table 1** Items retained in 20-item PARENTS

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Closed-ended items from the focus groups and interviews

1. Did the resident introduce him/herself when meeting you and your child for the first time?
2. Did the resident identify him/herself as a resident?
3. How would you assess the resident's skill to explain things in a way that you could understand?
4. How would you assess the resident's skill to enter the room with some basic knowledge of your child's condition?
5. How would you assess the resident's skill to determine next steps about care or treatment with you, including any follow-up plans?
6. How would you assess the resident's skill to listen to you and speak without interruption?
7. How would you assess the resident's skill to understand what you had to say?

8. How would you assess the resident's skill to interact with you comfortably?
9. How would you assess the resident's skill to interact with your child comfortably?
10. How would you assess the resident's skill to be flexible in his/her thinking and approach depending on your needs and those of your child?

Open-ended items from the focus groups and interviews

11. What can the resident do to improve his/her interactions with caregivers and their children?
12. Please use the space below to provide additional comments on the resident's skills when interacting with you and your child?

Additional items from reviewed articles

13. Did the resident wash his/her hands?
14. Was the resident's identification badge visible?
15. How would you assess the resident's skill to pay full attention to you and your child during your interactions with him/her?

16. How would you assess the resident's skill to discuss what to do if your child has any problems or complications related his/her condition?

17. How would you assess the resident's skill to explain what he/she was doing for your child and why?

18. How would you assess the resident's skill to explain your child's treatment or prescribed medication, including possible side effects?

19. How would you assess the resident's skill to show concern for your feelings and those of your child?

20. How would you assess the resident's skill to answer your questions?

**Thank You**

