Audio-COT Competency (Capability) linkage

The following are the suggested links to the competences for each of the areas of the Audio COT tool. It should not be assumed that these are always the appropriate link, or that these links will always be only links which are appropriate to make. For more detailed descriptions of each competency please see the WPBA Competences word pictures.

Context	Area	Competence (Capability) link
Consultation introduction	Introduces self and establishes identity of caller and/or speaks directly to the patient (when appropriate), ensuring confidentiality <u>and consent</u>	Communication and Consultation
	Establishes rapport with caller	Communication and Consultation
Information gathering	Identifies reason(s) for telephone call including excluding need for emergency response in a timely manner (when appropriate), demonstrating safe and effective prioritisation skills	Data Gathering Organisation Management and Leadership
	Encourages the patient's contribution, identifying and responding to auditory cues	Communication and Consultation, Practicing holistically
	Places complaint in appropriate psychosocial contexts	Communication and Consultation, Practicing holistically
	Explores patient's health understanding/beliefs including identifying and addressing patients ideas and concerns and expectations	Communication and Consultation, Practicing holistically
Defines the clinical problem	Takes an appropriately thorough and focused history to allow a safe assessment (includes/excludes likely relevant significant condition), compensating for lack of pre-existing notes available (e.g. OOH setting)	Data gathering and interpretation (*can include Clinical Examination and procedural skills if patient or carer is talked through an examination etc.*)
	Makes an appropriate working diagnosis	Making a diagnosis / decisions

Management plan construction	Creates an appropriate and effective management outcome, mutually acceptable to clinician and patient/caller	Communication and consultation Clinical management
Closure of consultation	Seeks to confirm patient's understanding	Communication and consultation skills
	Provides safety netting and follow up instructions appropriate to the *nature of the* call	Communication and consultation skills, Clinical Management
Effective use of the consultation	Communicates effectively with caller in appropriate language using appropriate open and closed questions and active listening	Communication and consultation skills
	Appropriate consultation time to clinical context (effective use of time taking into account the needs of other patients), with effective use of available resources	Community Orientation Organisation Management and Leadership
	Accurate (including prescribing), relevant and concise record keeping to ensure safe *continuing* care of patient	Organisation Management and leadership