



Instructions for Judges—Final Round

As a judge of the final round of the Patient Counseling Competition, you will be responsible for screening the videotapes of the finalists and providing specific ratings of each participant. Your ratings and those of the other judges will be combined to determine the finishing order of participants.

You have been selected as a judge because of your experience and reputation as a patient-oriented practitioner. It is expected that you have evolved your own set of standards for patient counseling. However, when evaluating the participants, you will be asked to utilize the standards/criteria that have been developed for this competition. While these criteria may differ slightly from your own, they are necessary for the standardization of evaluation procedures.

The following instructions have been developed to facilitate an accurate and efficient evaluation process. They should be read carefully prior to viewing any tapes and any questions you may have should be referred to the director of the competition.

1. Before viewing any tapes, make sure you have a clear understanding of the attached evaluation criteria. You will be judging the participants on 15 attributes related to their professional competence and their communication ability. It is essential that you are able to identify quickly and accurately the use of these attributes by participants during their patient counseling sessions.
2. When you judge each participant, you will have to make 15 separate evaluations. It is important to understand that these evaluations are independent. It is possible for a participant to receive a low rating on one attribute and high ratings on others. For each attribute, you can rate the participant between 0 and 10. A rating of 9 or 10 should be reserved for a participant who is clearly superior, while a rating of 1 or 2 should be given to a participant who is consistently inadequate. A rating of 5 should be given for an average performance on any attribute. Total evaluation scores for individual participants can range between 0 and 150.
3. With this understanding in mind, it would now be useful to view two or three tapes, not to judge them, but to get a general sense of the level of the participants' abilities. Remember, these are students and not practicing pharmacists. Your judgments should reflect the comparative levels of ability of participants relative to a student's experiences.
4. You should have before you the following information: (a) a list of participants, (b) the videotape counter readings indicating the beginning of each scenario, (c) the prescriptions and patient profiles used by each participant, (d) copies of an appropriate drug information resource, and (e) evaluation forms.
5. It is recommended that you review the entire counseling session (five minutes) before evaluating the participant. For some judges it is helpful to review selected segments before making their final judgments.
6. This is the final round of the competition and your ratings will be used to determine the winners. Consequently, it is crucial that your ratings clearly differentiate participants according to their ability. Understandably, this is a difficult task. However, if the summary ratings do not discriminate between participants, it will be very difficult for the director of the competition to determine the exact finishing order of participants. In the event that the combined ratings of the judges lead to a tie, you (and the other judges) will be asked to reevaluate the videotapes of those participants involved to break the tie.