

TOUCHSTONE
INSTITUTE
COMPETENCY EVALUATION EXPERTS

Communication Competency and its Impact on the
Journey of IEHPs
November 30, 2015

Agenda

- What we know
- What we don't know (exactly)
- What we would like to know (more clearly)

What do we know?

There are 26 regulated health professions in Ontario

They are regulated provincially

Many regulators require demonstration of language proficiency; all expect language proficiency

What else do we know?

Assessment along the Licensure/Registration Pathway is complex



Describing Language Ability

There are different ways to describe language ability

Fluency	Proficiency	Communicative Competence
The ability to express ideas or thoughts with little or no hesitation	The ability to use language knowledge to communicate	The ability to integrate language and social knowledge about how and when to use utterances appropriately when communicating

What we don't know

....
(Just reach for the salt.)



Salt



Salt please.



Please pass the salt.

BASIC LANGUAGE SKILLS

“Can you walk?”



Basic
Language
Knowledge and
Ability

INTERMEDIATE/ADVANCED LANGUAGE SKILLS

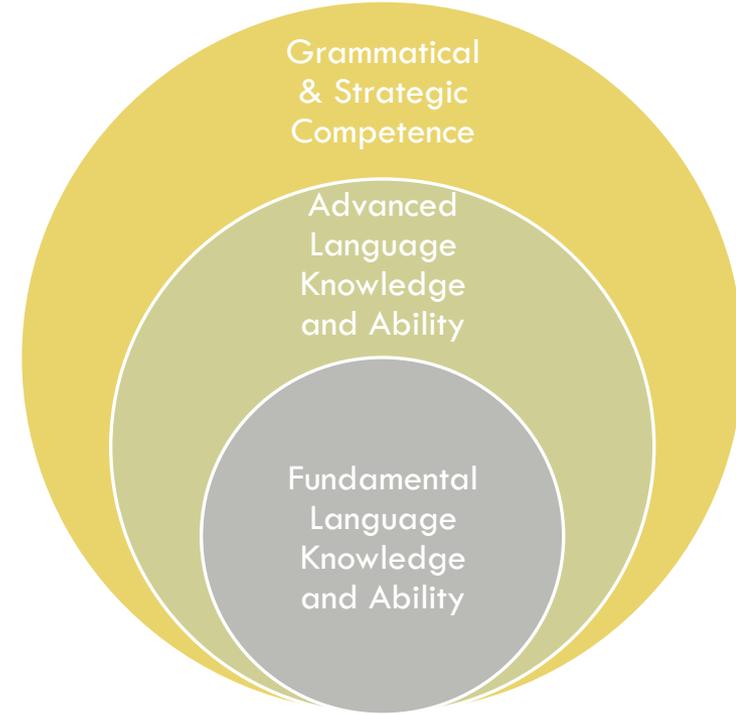
“Could I help you get from your wheelchair to the x-ray table?”



HAVING THE LANGUAGE BE STRATEGIC

“Hello. How are you today?” (Build rapport)

“How can I help you today?”



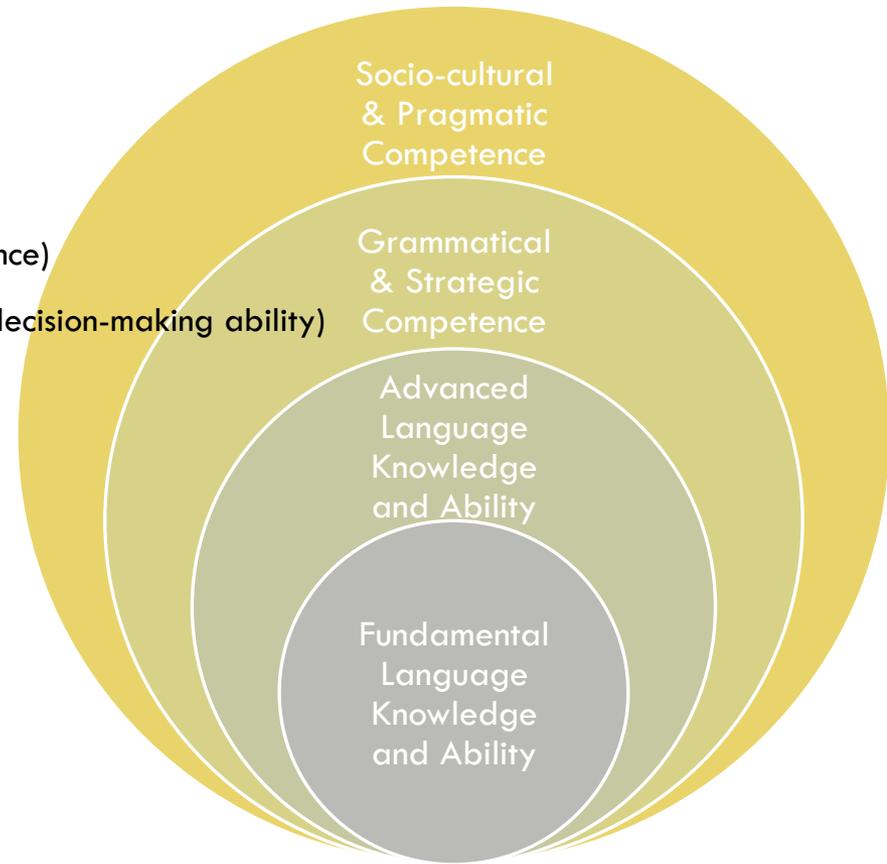
BEING AWARE OF LOCAL CULTURE

“Good morning Mrs. Smith.” (acknowledge respect)

“How are you today?” (build rapport)

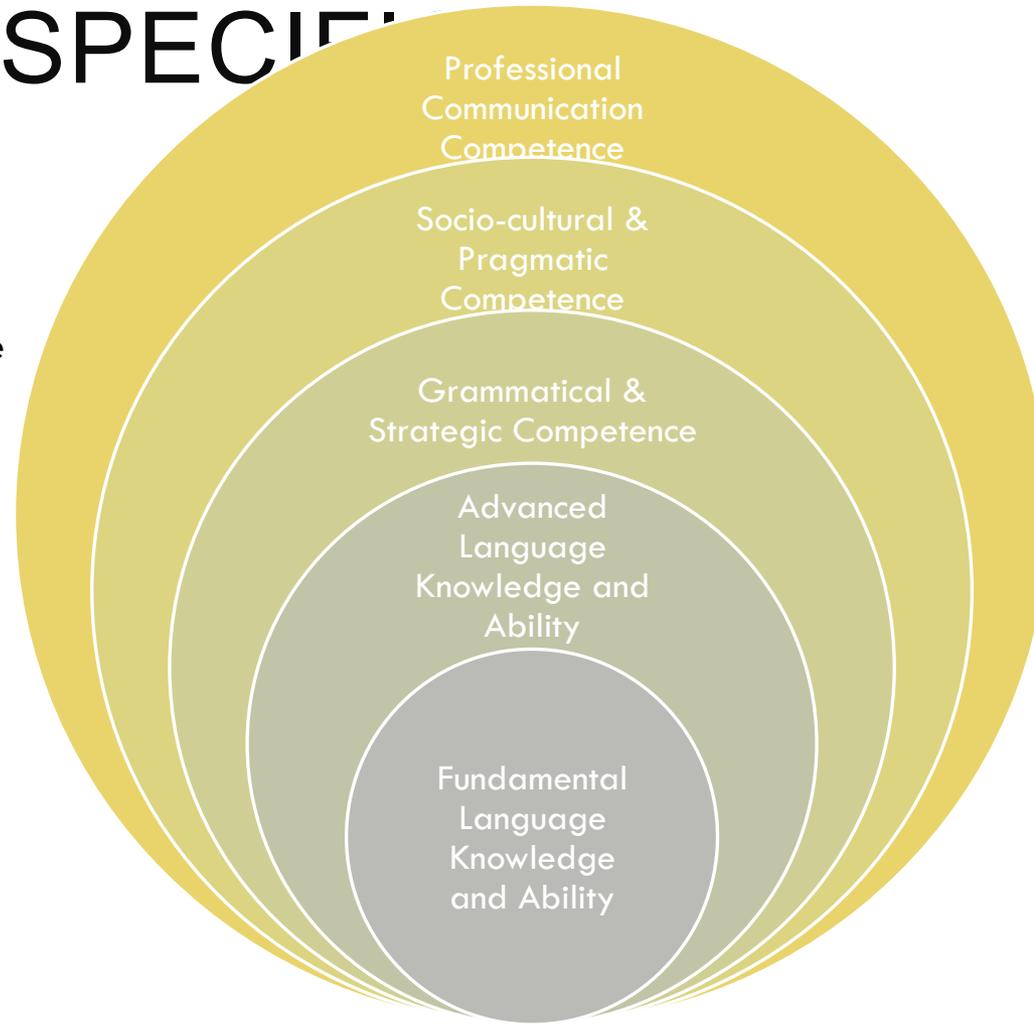
“Are you able to walk on your own?” (recognize independence)

“What is the best way for me to help you?” (acknowledge decision-making ability)



PROFESSION-SPECIFIC

“Hello Mrs. Smith. How are you today?
I am Ann McRae, a technician here at the
clinic. I am here to help you prepare for
your x-ray. You will need to lay
on the X-ray table over there.
Would you like some help?....”



What we don't know (exactly)

There is a strong relationship between language proficiency and communication competence...

Is there also a clear correlation?

What we'd like to know

Language proficiency testing generates valuable information, but is not a test of professional communication

Do occupation specific language assessments provide more relevant experience and value?

Language proficiency testing may impact on performance within other evaluations such as competency assessments (OSCEs), and workforce integration

More exploration



We look forward to further investigation on this issue

Thank you