



## Incident Reports

If you experience a material event that you believe may have negatively affected your OSCE performance while challenging the exam, you may wish to file an Incident Report.

You cannot carry an Incident Report from Station to Station. However, if you choose to file one, you will be able to complete it while you are sequestered at the end of the exam.

An incident report can be used for different purposes. Mainly, it provides details of the incident to the Chief Examiner in real-time before completing the exam. It is also used by the psychometricians who score the exam and review all incident reports. Several measures can be used to rectify an incident, including rerunning a station or rescoring an item. **OEBC DOES NOT REQUIRE AN INCIDENT REPORT TO BE FILED AS GROUNDS FOR AN APPEAL.**

When describing your situation in detail, explain how it negatively affected your performance.

### What is considered an incident?

- Examiner, standardized patient, and you did not hear the timing notification
- You had a sudden illness during the examination, e.g., fainted
- You suffered a personal emergency, e.g., medical issue, or trauma
- You believe there were procedural irregularities at a station, e.g., the instruction to the candidate was not in the exam room, or a prop was missing
- An unaddressed conflict of interest
- You experienced an equipment malfunction (ex: the power went off)
- Abusive language from the standardized patient or examiner
- Unaddressed emergency (e.g., fire alarm) that caused you to lose time on your station
- Examiner or standardized patient was not in the room when you were instructed to enter
- Time lost in the station due to an incident

### What is NOT considered an incident?

Personal circumstances that may have affected your performance without being linked to a material incident/event are not considered an incident. Therefore, please do not file an Incident Report in this case.

- You thought you did poorly on one station, so it affected your performance on other stations — failing one station does not mean that you failed the exam; it is a cumulative score; give your full attention to the next patient



- You forgot to add your sticker and/or station number to the sheet – proctors look for these oversights
- Your OD program did not cover the topic on the OSCE
- During the course of your OD program, you did not use the same equipment
- You were too nervous to think clearly
- You ran out of time because of the standardized patient's questions
- You did not understand the assigned task, e.g., not clear if I should focus on the case history or diagnose the problem
- Lights were too bright - darken the room if needed
- Rx pad not directly beside the instructions
- Glove too big/too small – selection of glove sizes is available – alternatively, sanitize your hands
- Thought of the correct answer, management plan, etc. after the station ended
- Tasks required a diagnosis, and you waited for additional data rather than making the diagnosis based on the information available
- In an Integrated Skills Assessment station, you misread the instructions and provided instructions/recommendations based on your findings rather than the ones provided by the examiner
- Comments about the models
- Comments about the candidate's instructions
- Explanation about why you did poorly

### How to offer general comments

You will be offered an opportunity to fill a general comments form regarding a station or the administration process. These forms are reviewed after the exam for future improvements. In addition, we send out a feedback survey a week or so after the exam day.

### Which events will be rejected as an Incident Report but accepted in the general comments form?

- You thought two answers were equally valid
- You found the instructions unclear on Station XX
- You missed answering a section of the OSCE
- You did not know how to operate a piece of equipment
- Your view through a piece of equipment was obstructed
- You found it difficult to complete the task in the time allocated (note that the assigned tasks are designed to be completed within 6 minutes – Plan your time accordingly)
- You were unable to locate hand sanitizer or cleaning wipes