

## Patient Centered Communication Assessment Form for Observed Interactions

Date: \_\_\_\_\_ Approx. Time Spent: \_\_\_\_\_

Person Being Observed: \_\_\_\_\_

Person Assessing: \_\_\_\_\_

**Let's keep the energy going for our patient-centered approach! Complete this exercise with a trained colleague (nurse or physician) and maintain the skills that will help you feel more fulfilled as a professional!**

**Place completed, legible forms in the boxes at the HUC station or 8S conference room to receive training credit and enter a weekly drawing for ~~fabulous~~ prizes!**

**1. Sets the stage** (Greets patient, uses his/her name, introduces self and role, ensures privacy and comfort, removes barriers to conversation, and ensures readiness for conversation)

*Exceeds Expectations*

*Meets Expectations*

*Needs Improvement*

**2. Sets the agenda** (states time available, needs, list of issues, summarizes)

*Exceeds Expectations*

*Meets Expectations*

*Needs Improvement*

**3. Starting the History of Present Illness** (Starts with open ended questions, uses non focusing skills such as silence, nonverbal encouragement, and neutral utterances.)

*Exceeds Expectations*

*Meets Expectations*

*Needs Improvement*

**4. Exploring the History of the Present Illness** (Uses open ended skills to obtain description of physical symptoms, psychosocial and emotional context.)

*Exceeds Expectations*

*Meets Expectations*

*Needs Improvement*

**5. Uses empathic skills throughout** (Naming, Understanding, Respecting, Supporting)

*Exceeds Expectations*

*Meets Expectations*

*Needs Improvement*

**6. Transitions to provider-focused questions** (summarize, check for accuracy)

*Exceeds Expectations*

*Meets Expectations*

*Needs Improvement*

**7. Overall, the quality of patient interaction was:**

*Excellent*

*Good*

*Below expectations*