

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 (Greet 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*