

A. OPENING

1. Greeting and Introduction - gives name and clarifies role.... Excellent Good Fair Poor
2. Sets agenda..... Excellent Good Fair Poor
3. Appropriate use of eye contact..... Almost Always Usually Sometimes Rarely
4. Demonstrates Interest and respect..... Almost Always Usually Sometimes Rarely
5. Uses patient name appropriately... Almost Always Usually Sometimes Rarely
6. Appears comfortable ... Almost Always Usually Sometimes Rarely
7. Expresses interest in the person as well as the illness... Almost Always Usually Sometimes Rarely
8. Facilitates patient's responses verbally and non-verbally (uses encouragement. silence. repetition. paraphrasing. interpretation)
 Almost Always Usually Sometimes Rarely

B. RELATIONSHIP/EMPATHY

9. Demonstrates appropriate non-verbal behavior..... Almost Always Usually Sometimes Rarely
10. Is not judgmental..... Almost Always Usually Sometimes Rarely
11. Deals sensitively with embarrassing and disturbing topics and physical pain
 Almost Always Usually Sometimes Rarely
12. Legitimizes ideas/ feelings-makes **empathic statement**.. Almost Always Usually Sometimes Rarely
13. Uses reflective listening..... Almost Always Usually Sometimes Rarely
14. Expresses support and partnership..... Almost Always Usually Sometimes Rarely

C. STORY: EXPLORATION OF PROBLEMS

15. Encourages patient to tell his/her own story..... Almost Always Usually Sometimes Rarely
16. Does not interrupt the opening statement..... Almost Always Usually Sometimes Rarely
17. Moves from open to closed questions with **transition statement**... Excellent Good Fair Poor
18. Listens attentively. Allows patient to complete statements without Interruption and leaves space patient to think before answering or go on after pausing. Almost Always Usually Sometimes Rarely
19. Finds out **ALL** complaints/concerns..... Excellent Good Fair Poor
20. Elicits the **PPI and fears/concerns**..... Excellent Good Fair Poor
21. Uses concise, easily understood questions and comments, not jargon
 Almost Always Usually Sometimes Rarely

D. CLOSING

22. Anticipates and forecasts the ending..... Excellent Good Fair Poor
23. Summarizes follow up/next steps..... Excellent Good Fair Poor
24. Elicits and answers questions..... Excellent Good Fair Poor
25. Expresses hope..... Excellent Good Fair Poor