

NAME

COMMUNICATION

	Unacceptable (0)	Poor (1)	Acceptable (2)	Good (3)	Comment
Greeting and checks patient identity	No identity check <input type="checkbox"/>	Identity check and no greeting <input type="checkbox"/>	A greeting and check of identity <input type="checkbox"/>	Full patient identity check <input type="checkbox"/>	
Introduction of self and role	No intro of self and role <input type="checkbox"/>	Given name only <input type="checkbox"/>	Provides name and states their job <input type="checkbox"/>	Name, role and how they fit into care setting <input type="checkbox"/>	
GENERAL					
Audibility and enunciation	Patient can't hear or understand <input type="checkbox"/>	Inaudible and unclear in part but makes effort <input type="checkbox"/>	Could be heard but not everything understood <input type="checkbox"/>	Clear and understandable <input type="checkbox"/>	
Eye contact	No eye contact <input type="checkbox"/>	Very little eye contact OR permanent stare <input type="checkbox"/>	Reasonable eye contact, most of time <input type="checkbox"/>	Engaging eye contact at appropriate times <input type="checkbox"/>	
Non-verbal facilitation	Disparate and unsynchronized nvb <input type="checkbox"/>	Moderate use of nvb, sometimes awkward <input type="checkbox"/>	Good use of nvb, with occasional inappropriate <input type="checkbox"/>	Substantial and appropriate use of nvb <input type="checkbox"/>	
RESPECT AND EMPATHY					
Respects patient	Offends pt. <input type="checkbox"/>	Cursory recognition of pt's feelings <input type="checkbox"/>	Demonstrates awareness of pt's feelings <input type="checkbox"/>	Shows clear respect for pt's. views and pt's dignity <input type="checkbox"/>	
Empathy-reflects pts. feelings	Ignores patient feelings completely <input type="checkbox"/>	Attempts to show empathetic response <input type="checkbox"/>	Reflects pt's. feelings successfully <input type="checkbox"/>	Warm empathetic manner throughout, natural reflection <input type="checkbox"/>	
QUESTIONS					
Appropriate open and closed questions	Regimental closed questions adopted throughout <input type="checkbox"/>	Both types of question used but awkwardly <input type="checkbox"/>	Open and closed Q's used mainly in appropriate manner <input type="checkbox"/>	Questioning of both types used in natural way <input type="checkbox"/>	
Clarifying questions and summarizing	No clarification or attempt to summarize <input type="checkbox"/>	Some attempt at clarifying OR summarizing <input type="checkbox"/>	Both clarification and summarizing adopted <input type="checkbox"/>	Excellent use of clarifying and summarizing <input type="checkbox"/>	
Sensitivity of questions	Brusque, excessively clumsy Q's and harmful <input type="checkbox"/>	No sensitivity shown, no personal Q's <input type="checkbox"/>	Attempt to be sensitive in questioning <input type="checkbox"/>	Personal questions tackled very sensitively <input type="checkbox"/>	
GIVING INFORMATION					
Uses clear language	Frequent use: confusing, jargon laden language <input type="checkbox"/>	Some jargon and confusing language, incorrect analogy <input type="checkbox"/>	Majority of language used was clear <input type="checkbox"/>	Clear language and careful choice of words throughout <input type="checkbox"/>	
Ensures understanding and closes appropriately	No attempt to check understanding <input type="checkbox"/>	Minimal checking for understanding and poor closing/ rushed <input type="checkbox"/>	Makes sure that pt understands and closes <input type="checkbox"/>	Attends well to pt understanding & asks if any further questions <input type="checkbox"/>	

Note: nvb = nonverbal behaviour