**Patient-Centered Interviewing Coding Method (PCICM)**

Setting the Agenda

1. Uses own *and* patient’s last name or other expressed preference (1 = No 2 = Yes)
2. Indicates time available (1 = No 2 = Yes)
3. Obtains agenda *and* inquires for additional items (1 = No 2 = Yes)

Physical Story

1. The resident starts open-endedly focusing on physical agenda item (1 = No 2 = Yes)
2. Addresses only physical issues volunteered by the patient (1 = No 2 = Yes)

Personal Story

1. Keeps patient focused open-endedly on personal story(ies) to elaborate them (1 = No 2 = Yes)
2. Addresses only personal topics volunteered by the patient (1 = No 2 = Yes)
3. Encourages personal information open-endedly when patients do not volunteer it and patient remains focused on the physical story (1 = No 2 = Yes)
4. Uses echoing to expand understanding of personal story (1 = No 2 = Yes)
5. Uses requests to expand understanding of personal story (1 = No 2 = Yes)
6. Uses summarizing to expand understanding of personal story (1 = No 2 = Yes)

Emotional Story

1. Keeps patient focused open-endedly on emotional story(ies) to elaborate them (1 = No 2 = Yes)
2. Addresses only emotional topics volunteered by the patient (1 = No 2 = Yes)
3. Inquires about emotions by using “how does that make you feel?” question (1 = No 2 = Yes)
4. Inquires about emotions by using other emotion seeking question (1 = No 2 = Yes)
5. Uses echoing to expand understanding of emotional story (1 = No 2 = Yes)
6. Uses requests to expand understanding of emotional story (1 = No 2 = Yes)
7. Uses summarizing to expand understanding of emotional story (1 = No 2 = Yes)
8. Uses “naming” statement in response to expression of emotion (1 = No 2 = Yes)
9. Uses specific “I understand” statement in response to expression of emotion (1 = No 2 = Yes)
10. Uses other understanding statements in response to expression of emotion (1 = No 2 = Yes)
11. Uses “praise” statement in response to expression of emotion (1 = No 2 = Yes)
12. Uses “acknowledge plight” statement in response to expression of emotion (1 = No 2 = Yes)
13. Uses “direct support [from interviewer]” statement in response to expression of emotion (1 = No 2 = Yes)
14. Uses “indirect support [from others]” statement in response to expression of emotion (1 = No 2 = Yes)
15. Uses “joining language” that indicates support to the patient in response to expression of emotion

(1 = No 2 = Yes)

Indirect Patient-Centered Skills

1. Uses “impact on self” statement (1 = No 2 = Yes)
2. Uses “impact on others” statement (1 = No 2 = Yes)
3. Uses “beliefs/attributions” statement (1 = No 2 = Yes)
4. Uses “self-disclosure” statement (1 = No 2 = Yes)

General Skills

1. Indicates change in direction of questioning at end of interview to disease focus (1 = No 2 = Yes)
2. Interruptions are appropriate or nonexistent (1 = No 2 = Yes)
3. Resident determines content and direction of interview (1 = No 2 = Yes)