

ICEE INTERPERSONAL/COMMUNICATION CHECKLIST 2013

INTRODUCTION

1	2	3	4	5
<ul style="list-style-type: none"> Failed to identify me properly <i>AND</i> Failed to identify him/herself properly No social greeting 		<ul style="list-style-type: none"> Identified me appropriately <i>OR</i> Identified self appropriately No social greeting 	<ul style="list-style-type: none"> Identified me properly Identified self properly Identified self as student Shook my hand / provided a social greeting 	

QUESTIONING STYLE

1	2	3	4	5
<ul style="list-style-type: none"> Initial statement = direct Qs Frequent leading questions Frequent multi-part Q Frequent repeated Q 		<ul style="list-style-type: none"> Initial statements = direct Qs Occasional use of leading Q Occasional multi-part Q Occasional repeated Q 	<ul style="list-style-type: none"> Initial statements open ended No leading questions use No multi-part questions No repeated questions 	

LANGUAGE

1	2	3	4	5
<ul style="list-style-type: none"> Frequent Unexplained medical terms / jargon Use of language that was not appropriate for me Consistently difficult to understand 		<ul style="list-style-type: none"> Occasional Unexplained medical terms/jargon Language appropriate for my age/education Occasionally difficult to understand 	<ul style="list-style-type: none"> No unexplained medical terms Language consistently appropriate for my age/education Easy to understand 	

FACILITATION OF INTERVIEW

1	2	3	4	5
<ul style="list-style-type: none"> Frequently interrupted me Pace of interview was consistently too fast / too slow Rare transitions when changing topics Rare facilitating gestures Disorganized 		<ul style="list-style-type: none"> Occasionally interrupted me Pace of interview was intermittently too fast / too slow Occasional transitions when changing topics Occasional facilitating gestures Skipped around occasionally 	<ul style="list-style-type: none"> Allowed me to speak without interruption Pace of interview was comfortable Used transitions when changing topics Used facilitating gestures Interview was organized 	

CONCERNS and COUNSELING

1	2	3	4	5
<ul style="list-style-type: none"> Did not offer me an opportunity to ask questions Did not acknowledge or address my concerns Lectured me, rather than including me in counseling 		<ul style="list-style-type: none"> Solicited questions from me Acknowledged but did not follow through on my concerns Some lecturing in counseling but attended to my specific needs 	<ul style="list-style-type: none"> Solicited questions from me Acknowledged and addressed my concerns Included me in counseling 	

ICEE INTERPERSONAL/COMMUNICATION CHECKLIST 2011

DEMONSTRATED RESPECT TO PATIENT

1	2	3	4	5
<ul style="list-style-type: none"> Did not wash hands Draping not used, or done incorrectly Caused me physical pain or discomfort Eye contact either too intense or too minimal 		<ul style="list-style-type: none"> Washed hands or used gloves Draping adequate Physical discomfort minimally compromised Minimal emotional discomfort/stress Eye contact occasionally too little or too much 		<ul style="list-style-type: none"> Washed hands or used gloves Draped me correctly Sensitive to my physical comfort Sensitive to my emotional comfort Appropriate eye contact

CLOSURE and TIME MANAGEMENT

1	2	3	4	5
<ul style="list-style-type: none"> Failed to explain likely diagnoses Did not explain “next steps” in management Ran out of time/did not budget time well 		<ul style="list-style-type: none"> Explained likely diagnoses Vague explanation of next steps Time use somewhat compromised or rushed through encounter 		<ul style="list-style-type: none"> Explained likely diagnoses Provided clear outline of “next steps” Used time efficiently

PHYSICAL APPEARANCE

1	2	3	4	5
<ul style="list-style-type: none"> White coat soiled or in poor repair Dress or shoes inappropriate for a professional encounter Grooming inappropriate for a professional encounter Personal hygiene not appropriate – excess body or breath smells 		<ul style="list-style-type: none"> White coat a little “worn” Dress or shoes of some concern Grooming adequate for a professional encounter Personal hygiene appropriate 		<ul style="list-style-type: none"> White coat clean and in good repair Dress show appropriate for a professional encounter Grooming appropriate for a professional encounter Personal hygiene appropriate

ATTITUDE

1	2	3	4	5
<ul style="list-style-type: none"> Failed to engage, distracted Lacks compassion Judgmental Insecure 		<ul style="list-style-type: none"> Somewhat engaged in encounter Compassionate Nonjudgmental Limited confidence 		<ul style="list-style-type: none"> Fully engaged in the encounter Compassionate Nonjudgmental Self confident/secure

OVERALL

1	2	3	4	5
I would not return to this person for care.	I would return to this person for care with apprehension.	I would return to this person for care, but would also be okay with seeing someone else.	I would gladly return to this person for care.	I would refer family and friends to this person for care.