

INTERPERSONAL SKILLS CHECKLIST 2016-2017

Directions: Circle the appropriate response. Include a brief but specific comment for all items marked MARGINAL or BELOW EXPECTATIONS.

| 1. INTRODUCTION | | |
|--|-----------------|---|
| Meets Expectations | Marginal | Below Expectations |
| <ul style="list-style-type: none"> Identified patient by name (must include last name) Identified self by first and last names Identified self as student Provided a social greeting or shook patient's hand | | <ul style="list-style-type: none"> Failed to identify patient by last name Failed to identify him/herself by first and last names Failed to identify self as student Inappropriate social greeting |
| 2. QUESTIONING STYLE | | |
| Meets Expectations | Marginal | Below Expectations |
| <ul style="list-style-type: none"> Initial statements open-ended Encouraged the patient to express the problem in his/her own words No/rare leading questions No/rare multipart questions No/rare repeated questions | | <ul style="list-style-type: none"> Initial statements close-ended Failed to facilitate the patient's description / perspective of problem Numerous leading questions Numerous multipart questions Numerous repeated questions |
| 3. LANGUAGE | | |
| Meets Expectations | Marginal | Below Expectations |
| <ul style="list-style-type: none"> Consistently explained medical terms Language consistently appropriate for patient's age / education Communicated in a manner easily understood by the patient | | <ul style="list-style-type: none"> Frequent use of unexplained medical terms Frequent use of language not appropriate for patient's age / education Frequent use of difficult to understand language |
| 4. FACILITATION OF INTERVIEW | | |
| Meets Expectations | Marginal | Below Expectations |
| <ul style="list-style-type: none"> Allowed the patient to speak without interruptions Sought an understanding of the patient's expectations and priorities Conducted the interview at a comfortable pace Consistently used transition statements when changing topics Interview was organized | | <ul style="list-style-type: none"> Frequently interrupted the patient Failed to inquire about the patient's expectations or priorities Pace of interview too fast / too slow Rarely used transition statements when changing topics Disorganized interview |
| 5. DEMONSTRATED RESPECT TO PATIENT | | |
| Meets Expectations | Marginal | Below Expectations |
| <ul style="list-style-type: none"> Maintained appropriate / comfortable levels of eye contact Sensitive to the patient's physical comfort Washed hands, used hand sanitizer, or used gloves Draped the patient respectfully | | <ul style="list-style-type: none"> Eye contact either too intense or too minimal Caused the patient physical discomfort or pain Washed hands, used hand sanitizer, or used gloves only after being asked to do so Draping not used at all or done in a way that unnecessarily exposed the patient |

6. CONCERNS and COUNSELING

| Meets Expectations | Marginal | Below Expectations |
|--|----------|--|
| <ul style="list-style-type: none"> Solicited questions from the patient Acknowledged and addressed the patient's concerns Sensitive to the patient's emotional state and comfort Listened attentively to the patient Showed interest in the patient as a person Expressed statements of empathy and support Amount of information consistent with the patient's needs, preferences and ability Provided patient-centered counseling <ul style="list-style-type: none"> ➤ Included the patient in the conversation ➤ Acknowledged how the health issue impacts the patient | | <ul style="list-style-type: none"> Provided no opportunity for the patient to ask questions Failed to acknowledge and address the patient's concerns Insensitive to the patient's emotional state or caused the patient emotional discomfort or stress Did not heed the patient's comments Indifferent to the patient as a person Offered no empathy or support Amount of information provided not considerate of the patient's needs Provided no counseling Only provided information as counseling <ul style="list-style-type: none"> ➤ Did not include the patient in the conversation ➤ Lectured the patient |

7. CLOSURE and TIME MANAGEMENT

| Meets Expectations | Marginal | Below Expectations |
|---|----------|---|
| <ul style="list-style-type: none"> Explained likely diagnoses Provided clear outline of the "next steps" <ul style="list-style-type: none"> ➤ Included rationale Assessed the patient's capacity and willingness to participate in the "next steps" Verified the patient's understanding of key information Provided a closure to the encounter Used time effectively | | <ul style="list-style-type: none"> Failed to explain likely diagnoses Left the patient uncertain as to what would happen next <ul style="list-style-type: none"> ➤ Did not explain the reason for the "next steps" Did not verify the patient's ability to follow and acceptance of the "next steps" Failed to assess the patient's understanding of key information Provided no closure /Abruptly exited the room Ran out time or did not budget time well |

8. PHYSICAL APPEARANCE

| Meets Expectations | Marginal | Below Expectations |
|---|----------|--|
| <ul style="list-style-type: none"> White coat clean and well maintained Clothing and shoes appropriate for a professional encounter Grooming appropriate for a professional encounter Personal hygiene appropriate for a professional encounter | | <ul style="list-style-type: none"> White coat soiled or in poor condition Dress and/or shoes improper for a professional encounter Grooming unsuitable for a professional encounter (e.g. long nails, nail polish, unsecured hair) Personal hygiene unfitting for professional encounter (e.g. body odor, bad breath, perfume/cologne) |

9. ATTITUDE

| Meets Expectations | Marginal | Below Expectations |
|--|----------|---|
| <ul style="list-style-type: none"> Fully engaged in the encounter Demonstrated compassion Sincere / Genuine Nonjudgmental Self-confident / Secure | | <ul style="list-style-type: none"> Not engaged in the encounter (distracted) Lacked compassion Insincere (appeared to be "going through the motions") Judgmental Overly timid / Insecure |

10. YOUR OVERALL REACTION TO THIS STUDENT

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