## **TCH/UC Family Medicine Effective Communication Evaluation**

	Res	ident: PGY Level (1-5): Faculty Review	
		ient: Gender Age New/Established Date of R	ecording
Deguning 		<ul> <li>Builds a Relationship</li> <li>Greets and shows interest in patient as a person and introduces self</li> <li>Uses words that show care, concern, and minimize barriers to communication</li> <li>Uses tone and pace to show care and concern</li> <li>Opens the Discussion</li> <li>Allows patient to complete opening statement without interruption</li> <li>Asks "Is there anything else?" to elicit full set of concerns</li> <li>Explains and/or negotiates an agenda for the visit</li> </ul>	YES NO
	-с.	Gathers Information	N.I.* Acceptable Excellent
	D.	<ul> <li>Uses open-ended questions and clarifies with "yes/no" questions</li> <li>Summarizes and gives patient opportunity to correct or add info</li> <li>Actively listens and transitions effectively to additional questions</li> <li>Understands the Patient's Perspective</li> </ul>	YES NO YES NO YES NO Acceptable Excellent
) Y THERE	Е.	<ul> <li>Asks about events, circumstances, people that might affect health</li> <li>Elicits patient's beliefs, concerns, and expectations</li> <li>Responds explicitly to patient's statements about ideas and feelings</li> </ul> Shares Information	YES NO YES NO YES NO N.I.* Acceptable Excellent
	_	<ul> <li>Assesses patient's understanding of problem and desire for more info</li> <li>Explains using words patient can understand</li> <li>Uses aids to enhance understanding</li> <li>Communicates during physical exam</li> </ul>	YES NO YES NO YES NO YES NO
	<b>F.</b>	Reaches Agreement	N.I.* Acceptable Excellent
End	G.	<ul> <li>Utilizes shared decision making and elicits patient understanding</li> <li>Asks about patient's ability/confidence to follow diagnostic/treatment plans</li> <li>Identifies additional resources as appropriate</li> </ul> Provides Closure	YES NO YES NO YES NO N.I.* Acceptable Excellent
	_	<ul> <li>Asks if patient has questions or concerns</li> <li>Summarizes/uses teach-back method to review treatment plan</li> <li>Acknowledges patient and closes interview</li> </ul>	YES NO YES NO YES NO

Please identify the top 2-3 things you did well during this encounter:		
List any health behaviors or concerns about safety you identified during the encounter:		
What are some counseling approaches or safety plans you employed or might try with this patient?		
Please identify 2-3 things you would like to do differently or work on during you next encounter:		
Please add feedback to the faculty about the process of taping the encounter and completing the form:		