



# PHYSICIAN STRATEGY GROUP

SERVING THE USPI PHYSICIAN NETWORK

## PHYSICIAN COMMUNICATION SKILLS – COACHING OBSERVATION

Date:

Coach/Observer:

Provider:

PROFICIENT <input checked="" type="checkbox"/>	OPENING AND INTRODUCTION	IMPROVEMENT OPPORTUNITY <input checked="" type="checkbox"/>
<b>Acknowledge</b>		
	Greeted patient at point of contact	
	Smile and shook hands as appropriate	
	Knocked before entering exam room	
	Washed or gelled hands in front of patient	
<b>Introduce</b>		
	Introduced self and role	
	Shared information about experience, specialty, skill set or training	
	Managed up staff or colleagues with positive comments to patient	
<b>Duration and Explanation</b>		
	Reviewed the purpose of the visit	
	Used easy to understand examples, avoiding medical jargon and acronyms	
	Gave specific information regarding length of test, treatment, lab results or changes in condition	
<b>PHYSICIAN COMMUNICATION DOMAIN SKILLS</b>		
<b>Explain things in a way that was easy to understand</b>		
	Used easy to understand words and instructions	
	Broke down complex information	
	Used easy to understand examples, avoiding medical jargon and acronyms	
	Explained words that might be used frequently for patient's condition	
	Checked for understanding by asking patient to explain back or the use of open ended questions	
	Used an encouraging and welcoming tone of voice	
	Used visual aids such as models, diagrams or patient education materials	
<b>Listen carefully to patient</b>		
	Asked open ended questions to solicit information	
	Paraphrased the patient's information to demonstrate understanding	
	Used follow up questions to clarify ambiguous or non-specific information	
	Thanked the patient for providing detailed/specific information	
	Allowed patient to speak without interruption	
	Used Listen, Ask, Document, Listen model for lengthy information	
<b>Talk about health questions or concerns</b>		
	Used positive tone of voice to encourage questions and dialogue	
	Expressed appropriate empathy	
	Did not discount or trivialize patient's information	
	Provided responsive alternatives for more detailed education or information (as needed)	



# PHYSICIAN STRATEGY GROUP

SERVING THE USPI PHYSICIAN NETWORK

Know important information about patient's medical history		
	Reviewed complaint prior to entering exam room	
	Asked Nurse or MA for pertinent information before entering exam room	
	Asked new patients to review and confirm history prior to physical exam	
	Asked returning patients to briefly update since last visit	
	Used open ended questions to encourage update	
	Verified history by reviewing charts or electronic medical record in front of patient	

Show respect for what patient had to say		
	Acknowledged patient's comments and questions; thanked for detail	
	Checked understanding by paraphrasing or asking clarifying questions	
	Used tactful language and words to clarify misleading or incorrect information	
	Practiced active listening and did not interrupt patient	
	Used positive non-verbals; smile or head nodding, to acknowledge when listening	

Provider spent enough time with patient		
	Spoke at a normal, non-rushed pace	
	Asked open ended questions to demonstrate time for patient	
	Closed exam with <i>"Is there anything else I can do for you?"</i>	
	Offered additional appointment to discuss health issues further (as needed)	
	Sat down for discussion, history and questions	
	Avoided non-verbals that suggest lack of time	

SUMMARIZE AND CLOSE		
	Summarized the plan of care	
	Reviewed new medication or dosage changes	
	Closed with open ended questions <i>"What questions can I answer for you?"</i> and <i>"Is there anything else I can do for you?"</i>	
	Thanked patient for their time, their trust	
	Shook hands if appropriate	
	Gave business card to new patients if they didn't receive one at check-in	
	Walked the patient to the check- out desk	

NON-VERBAL COMMUNICATION CUES		
	Maintained good eye contact	
	Smiled and presented a positive demeanor	
	Used a welcome and encouraging tone of voice	
	Listened without interrupting	
	Did not multitask and avoided distractions (phone, computer, tablet)	
	Used positive posture, sat upright, leaned forward	
	Facial and hand gestures did not come across as hurried or exasperated	

COACH FEEDBACK AND RECOMMENDATIONS		
<input type="checkbox"/> EXPERT COMMUNICATOR		<input type="checkbox"/> REPEAT OBSERVATION
<input type="checkbox"/> PROFICIENT COMMUNICATOR		



# PHYSICIAN STRATEGY GROUP

SERVING THE USPI PHYSICIAN NETWORK

--	--	--