Communication Self-Assessment

**Directions:** After a patient encounter, rate whether you agree, are neutral, or disagree with the statements in the table. Your self-assessment is subjective, but it allows you to examine your communication with patients honestly. After completing the assessment, think about how you could improve.

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| --- | --- | --- | --- |
|   | **Agree** | **Neutral** | **Disagree** |
| 1. For patients or companions whose preferred language is not English: I used qualified interpreters or spoke to them in their preferred language fluently.
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| 1. I greeted the patient warmly and maintained a caring attitude.
 |  |  |  |
| 1. I was respectful and made appropriate eye contact.
 |  |  |  |
| 1. I used open-ended questions to encourage the patient and companions to participate in the conversation and voice their concerns throughout the visit.
 |   |   |   |
| 1. I listened without interrupting.
 |  |  |  |
| 1. I covered no more than 1 to 3 key points and reviewed them more than once.
 |   |   |   |
| 1. I used plain, nonmedical language.
 |   |   |   |
| 1. I spoke clearly and at a moderate pace.
 |   |   |   |
| 1. I gave specific, concrete explanations and instructions.
 |   |   |   |
| 1. I used graphics such as a picture, diagram, or model to help explain something (if applicable).
 |   |   |   |
| 1. I demonstrated how to do something (e.g., how to take medicine or exercise) (if applicable).
 |  |  |  |
| 1. I created the expectation that I wanted the patient and companions to ask questions (e.g., asking “What questions do you have?”).
 |   |   |   |
| 1. I checked that I was clear by asking the patient to describe what they need to know or do using their own words or by demonstrating.
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What areas can you improve on? What strategies can you use to improve them?