



		Never	Rarely	Sometimes	Usually	Always	
Setting the stage	1 Provides a professional greeting given the context	1	2	3	4	5	NA
	2 Introduces self by name and title without prompting	1	2	3	4	5	NA
	3 Conducts the communication in a culturally safe manner	1	2	3	4	5	NA
	4 Purposefully explains mutually established goals for the visit	1	2	3	4	5	NA
	5 Demonstrates appropriate proximity to the patient or family according to culture and context	1	2	3	4	5	NA
	6 Where possible provides for privacy and minimal interruptions during interaction	1	2	3	4	5	NA
Building trust	7 Verbalizes interest in patient and their perspective, encouraging rapport	1	2	3	4	5	NA
	8 Demonstrates knowledge about patient's case or situation	1	2	3	4	5	NA
	9 Encourages feedback and input from patient	1	2	3	4	5	NA
Active communication	10 Provides accurate information to the patient at the level they understand	1	2	3	4	5	NA
	11 Verifies comprehension (patient understands information)	1	2	3	4	5	NA
	12 Explains differently if necessary according to the patient's feedback	1	2	3	4	5	NA
	13 Uses questions in a balanced way, avoiding patient's passive participation (e.g. only responding to questions)	1	2	3	4	5	NA
	14 Offers patient opportunities to organize and express their thoughts about the messages	1	2	3	4	5	NA
15 Listens attentively and answers questions	1	2	3	4	5	NA	
Communication skills	16 Recognizes and responds to patient's nonverbal reactions	1	2	3	4	5	NA
	17 Speaks in an appropriate tone and volume given the situation	1	2	3	4	5	NA
	18 Sits or remains level with the patient when possible given the context	1	2	3	4	5	NA
	19 Maintains contact appropriate to the culture when talking with the patient and/or family (e.g. eye contact, distance, spatial approximation)	1	2	3	4	5	NA
	20 Describes what they are going to do BEFORE doing it	1	2	3	4	5	NA
	21 Asks permission to touch BEFORE doing anything to the patient (e.g. blood pressure, dressing, palpation)	1	2	3	4	5	NA
	22 Touches the patient in a culturally respectful manner	1	2	3	4	5	NA
Patient-centered	23 Seeks input from the patient regarding their feelings and goals	1	2	3	4	5	NA
	24 Provides balanced time on psychosocial and clinical aspects of patient care depending on the context	1	2	3	4	5	NA
	25 Identifies potential conflict and finds opportunities to gather information to minimize or manage it	1	2	3	4	5	NA
Potential barriers	26 Gives advice rather than explain options and alternatives	5	4	3	2	1	NA
	27 Gives unsupported (false) reassurance	5	4	3	2	1	NA
	28 Infers falsely, jumps to conclusions related to patient's behaviors.	5	4	3	2	1	NA

- (1) Never: does not happen while is expected
- (2) Rarely: happens once while always expected (1 out of 5 times)
- (3) Sometimes: happens more than once but not consistently (2 out of 5 times)
- (4) Usually: happens most of the time (3 out of 5 times)
- (5) Always: consistently does the behavior as expected
- (NA) Not applicable: behavior not expected

