|  |  |  |  |
| --- | --- | --- | --- |
|  | Disagree | Neutral | Agree |
| **I greeted the patient with a kind, welcoming attitude.** |  |  |  |
| **I maintained appropriate eye contact while speaking with the patient.** |  |  |  |
| **I listened without interrupting** |  |  |  |
| **I encouraged the patient to voice his or her concerns throughout the visit.** |  |  |  |
| **I spoke clearly and at a moderate pace.** |  |  |  |
| **I used non-medical language.** |  |  |  |
| **I limited the discussion to fewer than 5 key points or topics.** |  |  |  |
| **I gave specific, concrete explanations and instructions.** |  |  |  |
| **I repeated key points.** |  |  |  |
| **I used graphics such as a picture, diagram, or model to help explain something to my patient (if applicable).** |  |  |  |
| **I asked the patient what questions he or she had.** |  |  |  |
| **I checked that the patient understood the information I gave him or her.** |  |  |  |

This is a follow up from our discussion about clear communication. As you may remember, we discussed a number of strategies for communicating clearly with patients. This is a communication self-checklist from the Agency for Healthcare Research and Quality (AHRQ). I encourage you to take a few minutes to think through a recent patient encounter and complete this checklist.

This is a time for self-reflection to allow you to think about what is working well and where you would like to improve when it comes to communication. I won’t be asking you to share this information in upcoming discussions.