Gap K Communication Skills and Written Feedback

1. **Builds a relationship:**
   Greets and shows interest in the patient.
   Uses words that show care and concern throughout the interview.
   Uses tone, pace, eye contact, and posture that show care and concern.
   Responds explicitly to patient statements about ideas and feelings.

   ⭕ Poor

   ⭕ Fair

   ⭕ Good

   ⭕ Very Good

   ⭕ Excellent

2. **Opens the discussion:**
   Allows patient to complete opening statement without interruption.
   Asks "Is there anything else?" to elicit full set of concerns.
   Explains and/or negotiates an agenda for the visit.

   ⭕ Poor

   ⭕ Fair

   ⭕ Good

   ⭕ Very Good

   ⭕ Excellent

3. **Gathers information:**
   Addresses patient statements using open-ended questions.
   Clarifies details as necessary with more specific or "yes/no" questions.
   Summarizes and gives patient opportunity to correct or add information.
   Transitions effectively to additional questions.

   ◯ Poor

   ◯ Fair

   ◯ Good

   ◯ Very Good

   ◯ Excellent

4. **Understands the patient's perspective:**
   Asks about life events, circumstances, other people that might affect health.
   Elicits patient's beliefs, concerns, and expectations about illness and treatment.

   ◯ Poor

   ◯ Fair

   ◯ Good

   ◯ Very Good

   ◯ Excellent

5. **Shares information:**
   Assesses patient's understanding of problem(s) and desire for more information.
   Explains using words that the patient can understand.
   Asks if patient has any more questions.

   ◯ Poor

   ◯ Fair

   ◯ Good

   ◯ Very Good

   ◯ Excellent

6. **Reaches agreement:**
   Includes patient in choices and decisions to the extent they desire.
   Checks for mutual understanding of diagnostic and/or treatment plans.
   Asks about acceptability of diagnostic and/or treatment plans.
   Identifies additional resources as appropriate.

   ○ Poor

   ○ Fair

   ○ Good

   ○ Very Good

   ○ Excellent

7. **Provides closure:**
   Asks if patient has questions, concerns, or other issues.
   Summarizes.
   Clarifies future time when progress will again be discussed.
   Provides appropriate contact information if interim questions arise.
   Acknowledges patient, and closes interview.

   ○ Poor

   ○ Fair

   ○ Good

   ○ Very Good

   ○ Excellent

8. **Demonstrates empathy:**
   Clinician's demeanor is appropriate to the nature of the conversations.
   Shows compassion and concerns.
   Identifies/labels/validates patient's emotional responses.
   Responds appropriately to patient's emotional cues.

   ○ Poor

   ○ Fair

   ○ Good

   ○ Very Good

   ○ Excellent

9. **Communicates accurate information:**
   Accurately conveys the relative seriousness of the patient's condition.
   Takes other participating clinician's inpur into account.
   Clearly conveys expected disease course.
   Clearly presents and explains options for future care.
   Gives enough clear information to empower decision making.

   ○ Poor

   ○ Fair

   ○ Good

   ○ Very Good

   ○ Excellent

SPs can comment on patient comfort, patient safety, and/or communication skills. These observations are specific to this encounter.

10. **What did the student do well during the encounter?**
    Use format: "I felt _____ (physical, emotional or cognitive feeling) when you _____ (observed behavior or lack of a behavior)."

11. **What suggestions do you have for the student's improvement?**
    Use format: "I felt _____ (physical, emotional or cognitive feeling) when you _____ (observed behavior or lack of a behavior)."