

High Impact Interprofessional Team Training with Patient and Family Faculty Core Competencies Observation Checklist

Interprofessional Team Patient and Family-Centered Communication Skills

<i>Information Gathering</i>	NOT DONE	PARTIALLY DONE	WELL DONE
Elicited responses using appropriate questions . Encouraged the team and the family to share information	Asked leading questions AND more than one question at a time	Used leading questions OR asked more than one question at a time	Asked questions one at a time without leading patient or family in the response
Listened to the family and the other members of the team without interrupting	Interrupted	Did not interrupt BUT didn't always give enough time to patient, family and fellow team members	Did not interrupt; Patient and family given time to express thoughts fully
<i>Communication Skills</i>	NOT DONE	PARTIALLY DONE	WELL DONE
Communicated concern/intention to help as a team	Did not communicate intention to help/concern via words or actions	Words OR actions conveyed intention to help/concern	Actions AND words conveyed intention to help/concern
Non-verbal behavior enriched communication for the family and fellow team members (e.g., eye contact, posture)	Non-verbal behavior was negative	Non-verbal behavior demonstrated attentiveness	Non-verbal behavior facilitated effective communication
<i>Interprofessional Skills</i>	NOT DONE	PARTIALLY DONE	WELL DONE
The interprofessional team was well coordinated and everyone was "on the same page"	It did not seem as though members of the team had met or reviewed the plan	One member of the team dominated the conversation and did not refer to the other members of the team or have them offer comments	Members of the team had consulted with one another in advance. They asked for input from one another, they offered support and agreement for the plan and approach
The interprofessional team displayed a level of respect and trust for each other and their role	Members used hierarchy of roles and formal titles to distinguish members of the team	The team communicated separately from their own point of view to the family and did not acknowledge expertise of other team members	Team members encouraged opinions and expertise of one another. Using eye contact and gestures they provided respect for the judgements of the team
<i>Collaboration and Follow-up</i>	NOT DONE	PARTIALLY	WELL DONE
Collaborated with the family and fellow team members in identifying possible next steps and plan of care	Told patient and family the next steps/plan (Or offered no next steps/plan)	Told patient or family the next steps THEN asked for patient/family views	Discussed options THEN mutually developed plan