ACOM Patient-Centered Interviewing Evaluation

To the student: Please ask a core preceptor or that preceptor’s resident to observe your performance of a history and physical and give you feedback using this rubric as a guide.

Student: ________________________________  Preceptor: ________________________________
Role: ________________________________  Date: ________________________________

**Step One: Sets the Stage for the Interview**

Key Elements:
- Washes hands on entering room
- Welcomes the patient (demonstrates genuine interest in patient as a person)
- Uses the patient’s name and asks for preferred way of being addressed
- Introduces self and identifies role (first and last name, medical student/student physician)

Exceeds Expectations [ ]  Meets Expectations [ ]  Does Not Meet Expectations [ ]

**Step Two: Elicits chief concern and sets the agenda**

Key Elements:
- Indicates the time available
- Obtains a list of all issues the patient wants to discuss (“What brings you in today?”, “Is there anything else you would like to discuss?”)

Exceeds Expectations [ ]  Meets Expectations [ ]  Does Not Meet Expectations [ ]

**Step Three: Begins the interview with an open-ended question or request**

Key Element:
- Starts with open-ended request / question (“Tell me about…”, “Tell me more…”)

Exceeds Expectations [ ]  Meets Expectations [ ]  Does Not Meet Expectations [ ]

**Step Three cont’d: Uses nonverbal encouragement**

Key Elements:
- Smile
- Open body
- Forward lean
- Touch (refers to the use of touch when responding to feelings and emotions; handshakes and physical examination do not meet the intent of this item)
- Eye contact
- Nod

Exceeds Expectations [ ]  Meets Expectations [ ]  Does Not Meet Expectations [ ]

**Step Four: Elicits the personal and/or emotional context**

Key Elements:
- Elicits personal context (psychological and social context of the symptom)
- Elicits emotional context (“How are you doing with this?”, “How has this affected you emotionally?”)

Exceeds Expectations [ ]  Meets Expectations [ ]  Does Not Meet Expectations [ ]
Step Four cont’d: Responds to feelings and emotions
Key Elements:

- **Statements that demonstrate empathy:** “I can certainly understand why you would be upset under the circumstances.” “Anyone would fine this difficult.” “Your reactions are perfectly normal.” “This would be anxiety-provoking for anyone.” “I can understand why you are so angry.” “I can see that this is upsetting for you.” “This is hard to talk about.”
- **Statements that demonstrate respect:** “I’m impressed by how well you’re coping.” “I admire your resilience.” “I respect the fact that you have continued working in spite of your pain.”
- **Statements that demonstrate support/partnership:** “I want to help you in any way that I can.” “No matter what happens, I will do whatever I can to assist you.” “Let’s work together.” “Together, we can work out some solutions that may help.”

Exceeds Expectations ❏ Meets Expectations ❏ Does Not Meet Expectations ❏

Step Five: Transition to the middle of the interview
Key Elements:

- Ensures patient’s readiness to transition (“If it is okay with you...”)
- Indicates that both the content and style of the interview will change (“I would like to switch gears and ask you some more specific questions.”)
- Briefly summarizes the patient-centered portion of the interview

Exceeds Expectations ❏ Meets Expectations ❏ Does Not Meet Expectations ❏

Step Six: Physical Examination
Key Elements:

- Performs osteopathic structural examination in conjunction with accurate physical examination appropriate to patient’s clinical situation
- Offers specific osteopathic manipulative treatment as part of a rational treatment plan

Exceeds Expectations ❏ Meets Expectations ❏ Does Not Meet Expectations ❏

Step Seven: End of the interview
Key Elements:

- Orient the patient to the end of the interview
- Summarizes the information obtained during the visit
- Acknowledges relationship with patient and offers support before saying goodbye (“It was nice meeting you and I look forward to working together...”)
- Washes hands before leaving the room

Exceeds Expectations ❏ Meets Expectations ❏ Does Not Meet Expectations ❏

Professionalism
Key Elements:

- Appearance and attire (grooming, clothing, white coat, etc.)
- Interaction with patient (attitude, demeanor, behavior in the exam room)
- Inappropriate behavior or conduct as reported by staff i.e. showing up late to staging, attempting to bypass staging, not following instructions, etc.

Exceeds Expectations ❏ Meets Expectations ❏ Does Not Meet Expectations ❏

*Students are required to submit this document electronically on the appropriate software platform and strongly encouraged to keep a copy for their records.*