

Kalamazoo Essential Elements Communication Checklist

Done well
Needs improvement
Not done

Build a Relationship

- Greets and shows interest in patient as a person
- Uses words that show care and concern throughout the interview
- Uses tone, pace, eye contact, and posture that show care and concern

Open the Discussion

- Allows patient to complete opening statement without interruption
- Asks "Is there anything else?" to elicit a full set of concerns
- Explain and/or negotiates an agenda for the visit

Gather Information

- Begins with patient's story using open-ended questions ("Tell me about...")
- Clarifies details as necessary with more specific "yes/no" questions
- Summarizes and gives patient opportunity to correct or add information
- Transitions effectively to additional questions

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
- Responds explicitly to patient statement about ideas, feelings, and values

Share information

- Explains using words that are easy for patient to understand

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Provide Closure

- Asks whether the patient has questions, concerns, or other issues
- Acknowledges patient and closes the interview
