

# LCMC Health's high-performing clinician self-tests

**Purpose:** The high-performing clinician self-tests equip physicians, nurses, and physician assistants to assess and improve their interactions with patients. This tool can be used to identify specific clinician-patient communication behaviors and facilitate change by focusing on implementing one action/behavior at a time, with the understanding that hardwiring new behaviors takes time and are best accomplished gradually.

An alternative use case for the self-tests is for physician leaders and patient experience professionals to use them as the basis for shadow rounding on clinicians, and to initiate discussions about patient communication with clinicians.

## Instructions

- 1 Select the corresponding self-test most applicable to your role:
  - Physician/NP/PA (in hospital) self-test (p.2)
  - Emergency Physician/NP/PA self-test (p. 3)
  - Physician/NP/PA (Surgeon) self-test (p. 4)
  - Physician/NP/PA (Anesthesiologist) self-test (p. 5)
  - Physician/NP/PA (in office) self-test (p. 6)
- 2 Fill out the self-test using the “always, usually, sometimes, never” scale.
- 3 After completing the survey, select one behavior for which you did not select “always,” and commit to consistently practicing that behavior with your patients for one month, “every patient, every time.” The goal is to hardwire the behavior over the course of the month.
- 4 After practicing the first behavior for one month, return to the self-test and select your next behavior to focus on; repeat this process as many times as you’d like.

## About the self-tests

Dr. Jay Kaplan, Medical Director of Care Transformation at LCMC Health and creator of the self-tests, identified specific behaviors that improve the patient experience and the patient’s perception of care based on his research and 25+ years of experience working in the field. He originally created the self-tests for use when he was coaching physicians, nurses and hospital leaders around the U.S. He now uses them in his current role at LCMC Health and has generously made them available to Physician Executive Council members to help other organizations improve patient experience at their organization. He has created other similar forms for nursing staff, medical assistants and front desk personnel.

If you are interested in obtaining more information or working with Dr. Kaplan, email him at [jaykaplanmd@gmail.com](mailto:jaykaplanmd@gmail.com)

1) The self-tests were generously made available by Dr. Jay Kaplan, Medical Director of Care Transformation, LCMC Health for the purpose of helping other organizations improve patient experience at their organization. If you are interested in working with Dr. Kaplan, email [jaykaplanmd@gmail.com](mailto:jaykaplanmd@gmail.com)

Source: Jay Kaplan, LCMC Health, New Orleans, LA.

# High-Performing Physician/ NP/PA (in hospital) self-test



Date	Physician/NP/PA
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**Are you doing all that you can in your practice to improve the patient experience?**

Rate yourself in terms of your behaviors. "Never" indicates that it is not part of your usual practice and "Always" means it is a strongly hardwired and consistent behavior.

	Never	Sometimes	Usually	Always
1. Before entering the patient's room do you check with the patient's nurse and ask "Is there anything you want to tell me?" Are you collaboratively rounding on patients with the nurse in the room (when she/he is available)?				
2. Do you acknowledge and make contact (physical, if appropriate) with the patient and others in the room when you first enter?				
3. For a new patient, do you introduce yourself and share your team's experience and commitment? If not a new patient, do you make a non-medical connection?				
4. Do you sit down at the patient's bedside?				
5. Do you summarize what you already know about the patient and then give the patient time to tell you how he/she is doing?				
6. When you get up to perform the physical examination, do you ask the patient's permission? Do you articulate your findings?				
7. Do you explain to patients/families what you have found and the meaning of their diagnostic and therapeutic results?				
8. Do you explain to patients/families the expected duration of the illness, diagnostic work-up, healing process, or discharge date?				
9. Are you using key words to convey to patients your commitment to their comfort and safety?				
10. Are you completing the patient visit with "What questions do you have for me? Is there anything you would like for me to go over again?"				
11. Are you closing the patient encounter with a statement of gratitude, e.g. "Thanks for giving us the privilege of caring for you?"				
12. Are you making follow-up phone calls to patients discharged home?				

# High-Performing Emergency Physician/NP/PA self-test



Date	ED Physician/NP/PA
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**Are you doing all that you can in your practice to improve the patient experience?**

Rate yourself in terms of your behavior. "Never" indicates that it is not part of your usual practice and "Always" means it is a strongly hardwired and consistent behavior.

	Never	Sometimes	Usually	Always
1. Do you acknowledge the patient and family at the bedside at your first encounter and focus on creating a relationship with them?				
2. Do you introduce yourself and share your experience and commitment? Do you manage up the rest of the team?				
3. Do you sit down at the patient's bedside?				
4. Do you acknowledge what you already know about the patient and then give the patient uninterrupted time to tell his/her story?				
5. When you get up to perform the physical examination, do you ask the patient's permission? Do you articulate your findings?				
6. Do you explain to patients your initial diagnostic impression, what you are going to do and how long it will take?				
7. Are you using key words to convey to patients your commitment to their comfort and safety?				
8. When diagnostics are completed, do you summarize for patients/ families the results of your work-up, what you think is going on, and the likely duration of the illness?				
9. Are you or another staff member rounding on patients at least every 30 minutes?				
10. Are you completing the patient visit with "What questions do you have for me? Is there anything you would like for me to go over again?"				
11. Are you thanking patients for the privilege of caring for them, or telling them it was good that they came in for care?				
12. Are you making follow-up phone calls to patients who are treated and discharged, at least two patients per clinical shift?				

# High-Performing Physician/ NP/PA (Surgeon) self-test



Date	Physician/NP/PA
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**Are you doing all that you can in your practice to improve the patient experience?**

Rate yourself in terms of your behaviors. "Never" indicates that it is not part of your usual practice and "Always" means it is a strongly hardwired and consistent behavior.

	Never	Sometimes	Usually	Always
1. Before you walk in the room do you review the patient record and/or check with the patient's nurse? Do you invite the patient's nurse to round with you?				
2. Do you acknowledge and make contact (physical, if appropriate) with the patient and others in the room when you first enter?				
3. Do you introduce yourself and share your experience and commitment? Do you manage up the rest of the team?				
4. Do you sit down at the patient's bedside?				
5. Do you give the patient/family uninterrupted time to tell their story?				
6. When you get up to perform the physical examination, do you ask the patient's permission? Do you articulate your findings?				
7. Do you explain to patients/families what the plans are for their surgery, in layman's terms, and how long it will take?				
8. Do you explain to patients/families the expected duration of the recovery and/or healing process?				
9. Do you manage up the anesthesiologist and other members of the perioperative team?				
10. Are you using key words to convey to patients your commitment to their comfort and safety?				
11. Are you completing the patient visit with "What questions do you have for me? Is there anything you would like for me to go over again?"				
12. Are you closing the patient encounter with a statement of gratitude, e.g. "Thanks for giving us the privilege of caring for you?"				

# High-performing Physician/ NP/PA (Anesthesiologist) self-test



Date	Physician/NP/PA
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**Are you doing all that you can in your practice to improve the patient experience?**

Rate yourself in terms of your behavior. "Never" indicates that it is not part of your usual practice and "Always" means it is a strongly hardwired and consistent behavior.

	Never	Sometimes	Usually	Always
1. Before you walk in the room do you review the patient record and/or check with the patient's nurse? Do you inform the patient that you have done so?				
2. Do you invite the patient's nurse to round with you?				
3. Do you acknowledge and make contact (physical, if appropriate) with the patient and others in the room when you first enter?				
4. Do you introduce yourself and share your experience and commitment?				
5. Do you sit down at the patient's bedside (where feasible)?				
6. When you get up to perform the physical examination, do you ask the patient's permission? Do you articulate your findings?				
7. Do you explain to patients/families what the plans are for their anesthesia, in layman's terms, and how long it will take?				
8. Do you explain to patients/families the expected duration of the recovery and/or healing process?				
9. Do you manage up the surgeon and other members of the perioperative team?				
10. Are you using key words to convey to patients your commitment to their comfort and safety?				
11. Are you completing the patient visit with "What questions do you have for me? Is there anything you would like for me to go over again?"				
12. Are you closing the patient encounter with a statement of gratitude, e.g. "Thanks for giving us the privilege of caring for you?"				

# High-Performing Physician/ NP/PA (in office) self-test



Date	Physician/NP/PA
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**Are you doing all that you can in your practice to improve the patient experience?**

Rate yourself in terms of your behaviors. "Never" indicates that it is not part of your usual practice and "Always" means it is a strongly hardwired and consistent behavior.

		Never	Sometimes	Usually	Always
1.	Do you review the patient record and/or speak with your staff in order to be prepared and aware of the reason for the visit?				
2.	Do you knock on the exam room door and pause for two seconds prior to entering?				
3.	Upon entering the room do you acknowledge everyone in the room? Do you make a non-medical query/connect?				
4.	Do you sit down in the exam room?				
5.	Do you tell the patient/family you have reviewed their records? Do you give them one to two minutes to say what is important to them?				
6.	When you perform the physical examination, do you articulate/convey your findings?				
7.	Are you giving a clear summary of your diagnostic impression, work-up and time frame?				
8.	Are you using key words to convey to patients your commitment to their comfort and safety?				
9.	Are you being clear regarding what will happen next (appointments, tests, results)?				
10.	Are you managing up other staff members and conveying a sense of team caring for the patient/family?				
11.	Are you completing the patient visit with "What questions do you have for me? Is there anything you would like for me to go over again?"				
12.	Are you/your staff making follow-up phone calls to patients* the next day, to check in with questions/concerns?				

\*New patients or those who have been given a new difficult diagnosis or medication