

Peer to Peer Observation and Coaching Tool

The doctors treated me with courtesy and respect:

Knocked on the door and waited for an answer before opening
Greeted the patient by name and introduced yourself to others in the room
Engaged the patient in at least a brief non-medical conversation
Smiled at least once during the interaction
Expressed empathy to the patient

The doctors listened carefully to me:

Sat down during your patient interaction
Let the patient speak without interrupting
Appeared unhurried
Elicited questions from the patient and their family
Did not seem distracted while the patient was talking
Restated back to patient/family primary concern that patient/family raised

The doctors explained things in a way I could understand:

Avoided jargon, using words and terminology your patient could understand
Confirmed your patient/family understanding by using teach back
Pace/accent/loudness of speech was understandable.
Discussed the plan for the day, next steps, and when you or your team will be by again.
Used the Care plan boards to reinforce the plan and help communicate.

Patient Safety:

You scrubbed into the room with hand sanitizer
Before examining the patient you sanitized or washed your hands (or did not touch anyone/thing else prior to exam)
You washed your hands or sanitized prior to leaving the room.

Coaching Prompts:

- “How do you feel that interaction went?”
- After reviewing checklist: “Are there any things you disagree with or would like to clarify?”
- Other observations: “I noticed....when you....the patient/family reacted by.....”