

PRECEPTOR STRUCTURED OBSERVATION FORM

EFFECTIVE BEHAVIORS IN PATIENT- OR FAMILY-CENTERED COMMUNICATION		
	Observed with:	
Behavior	<i>Child</i>	<i>Family</i>
Uses names of family members and children		
Incorporates social talk in the beginning of the visit		
Shows interest and attention		
Demonstrates empathy		
Appears patient and unhurried		
Acknowledges concerns, fears, and feelings of the patient and family		
Allows family members to state concerns without interrupting		
When age appropriate, allows child to state concerns		
Uses ordinary language, not medical jargon		
Uses age-appropriate Interview Questions from <i>Bright Futures Pocket Guide</i>		
Gives information clearly		
Queries level of understanding and uses wait time (>3 seconds)		
Encourages additional questions		
Discusses family, community, and school		