

2014-2015 Summary evaluation for: Dr John Doe

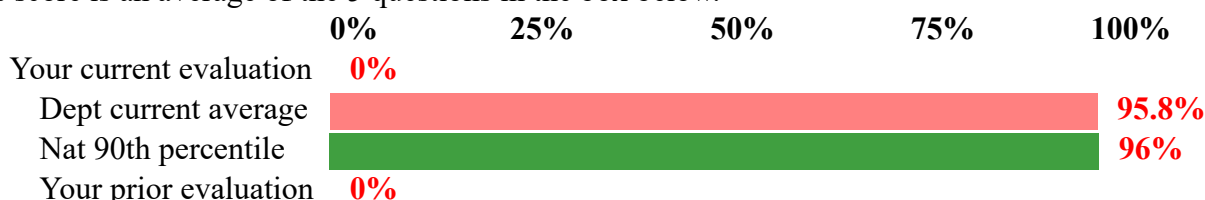
Evaluation by patients

Percentages are proportion of 'Top Box' scores ('strongly agree' responses by patients)

Number of responses: 19

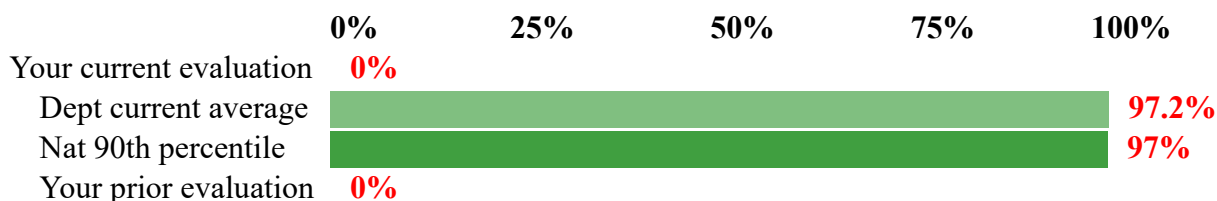
1. Overall: How Well Providers Communicate With Patients.

This score is an average of the 5 questions in the box below.



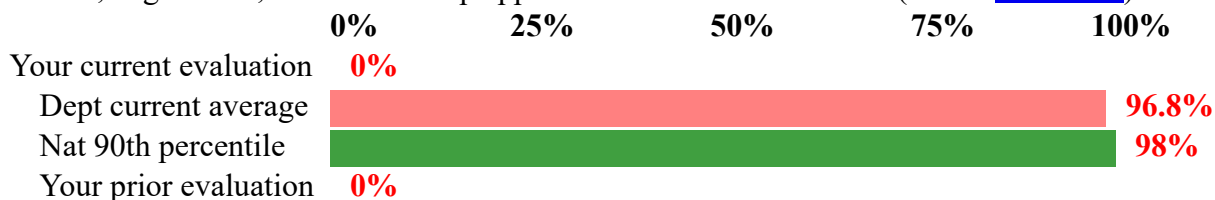
During today's visit, did this provider explain things in a way that was easy to understand?

Tip: "Try 'Teach-back' (PMIDs [22580624](#), [18178699](#)). "I've given you a lot of information. It would be helpful to me to hear your understanding about your clot and its treatment" (PMID [18178699](#)). Or, "If you would like you can restate what we just discussed to make sure you have it." Then pause briefly. (KD)



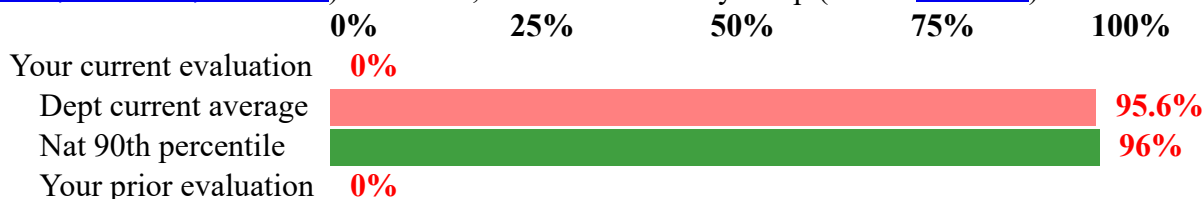
During today's visit, did this provider listen carefully to you?

Tip: Establishing Focus protocol: 1) orienting the patient to the EF process, 2) asking the patient to list concerns, 3) making space for pressing patient stories early on, when necessary, 4) avoiding premature 'diving' into diagnostic sequences or patient story telling before a full agenda has been set, 5) asking the patient to prioritize their concerns, 6) when necessary, negotiating priorities with the patient, and 7) seeking confirmation and commitment from the patient. Cognitive cues, after skills 1 and 4, reminded physicians to 'ask yourself whether you feel able to address all the patient's concerns' and if not, to use prioritization, negotiation, and a follow-up appointment for deferred issues (PMID [21735348](#)).



During today's visit, did this provider give you easy to understand information about these health questions or concerns?

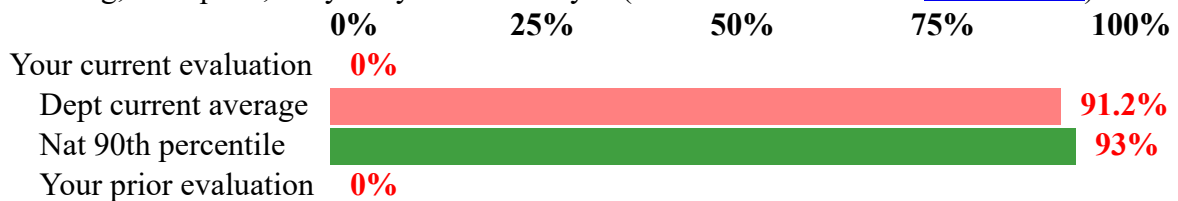
Tip: Consider supplementing verbal discussions with *well-done*, written information (PMID [19370575](#), [11324797](#), [22492766](#)). However, this does not always help (PMID [9558184](#)).



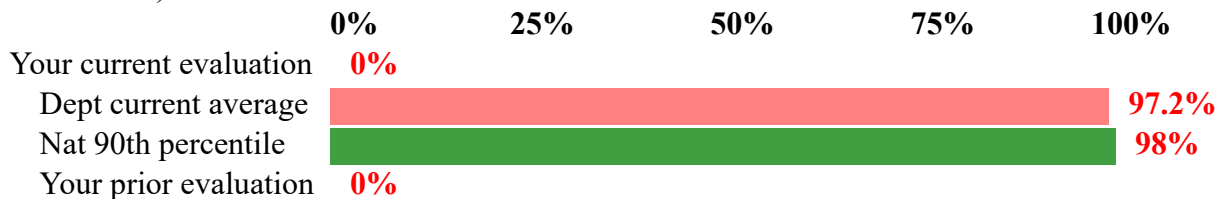
During today's visit, did this provider seem to know the important information about your

medical history?

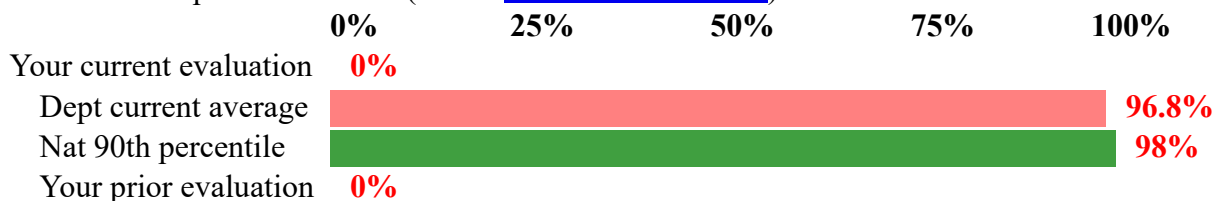
Tip: Suggestion: "You will always create an agenda *before* you set foot in the examining room". For example "The nurse tells me you have been having chest pain." "The agenda will *never* begin with: Good morning, Ms Spode, Why are you here today?" (Extreme Clinic. ISBN [1560536039](#)).

**During today's visit, did this provider show respect for what you had to say?**

Tip: "When you see your patient, imagine what the patient is experiencing as if you were that person, looking at the world through the patient's eyes and walking through the world in the patient's shoes" (PMID [20736672](#)).

**During today's visit, did this provider spend enough time with you?**

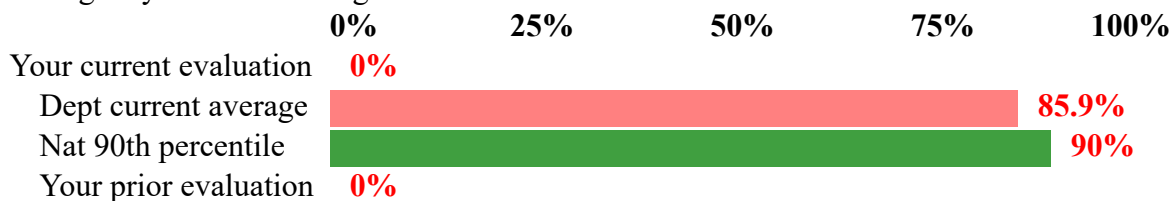
Tip: Sit down if the patient is seated (PMID [11386893.21719234](#)).



To see a list of all available tips, [click here](#) (authenticate with wichita\username and KUSMW password).

2. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider? (results are proportion of #10 ratings)

This score correlates with your communication score but has more variability and likely includes other factors. Your rating may be lower during acute clinic.



Evaluation of office

3. Would you recommend this provider's office to your family and friends?

This score correlates with your scores, but likely includes other factors other than you. Your rating may be lower during acute clinic.

