

# Observer Rubric

# Observer Rubric (score 1-3)

1) Clinical information gathering

- HPI structure (onset, severity, triggers), meds, red flags

2) Empathy & plain language

- Reflection statements; avoids jargon; normalizes concerns

3) Safety

- Identifies urgent red flags; documents escalation plan if needed

4) Self-management

- 1-2 concrete actions; addresses barriers (cost, access)

5) Teach-back

- Patient repeats key steps accurately

6) Time-bound close

- Clear next step and follow-up

Total /18

Tips: Ask open-ended first, then targeted red-flag questions; use “tell me more” to expand.