PSYCHOSOCIAL TEACHING
B339 Clinical Center
Michigan State University
East Lansing, MI 48824

7-6-94

INTERVIEW RATING FORM: PHYSICIAN

Physician ID _____

Clinic Patients
- Patient ID _____
- Tape # _____

Simulated Patients
- Case ID _____
- Actor ID _____
- Case Type _____ dg
- _____ im
- _____ som
- Tape # _____

Date of Rating _____

Rater ID _____

Group _____ Control
_____ Treatment

Gender _____ Female
_____ Male

Education _____ AMG
_____ IMG

Test _____ Pretest
_____ Posttest

Date of Taping _____

1. _____	14. _____	27. _____	40. _____	53. _____
2. _____	15. _____	28. _____	41. _____	54. _____
3. _____	16. _____	29. _____	42. _____	55. _____
4. _____	17. _____	30. _____	43. _____	56. _____
5. _____	18. _____	31. _____	44. _____	57. _____
6. _____	19. _____	32. _____	45. _____	58. _____
7. _____	20. _____	33. _____	46. _____	59. _____
8. _____	21. _____	34. _____	47. _____	60. _____
9. _____	22. _____	35. _____	48. _____	61. _____
10. _____	23. _____	36. _____	49. _____	
11. _____	24. _____	37. _____	50. _____	
12. _____	25. _____	38. _____	51. _____	
13. _____	26. _____	39. _____	52. _____	

Notes:

0 1 2 3 4 5 6 7 8 9 10

1. The physician encourages patient responses.

uses directive questions. uses closed-ended questions. ignores or dismisses the patient's responses

uses exploratory questions. uses open-ended questions. uses echoing, uses paraphrasing

2. The physician allows the patient to talk.

interrupts the flow, doesn't allow silence, rushes the patient, discourages the patient from continuing

asks questions without interrupting the flow. allows silence, uses nonverbal facilitators

3. The physician responds appropriately to the patient's signs of feeling and emotion.

does not pay attention to or inquire about the patient's feelings and emotions

listens attentively and/ or inquires about the patient's feelings and emotions

_____ No emotion was expressed by the patient.

4. The physician directs the patient to pursue biomedical topics.

asks only general open-ended questions, allows the patient to ramble

asks closed-ended questions at appropriate moments. focuses the patient's attention on critical topics

5. The physician directs the patient to pursue psychosocial topics.

asks only general open-ended questions, allows the patient to ramble OR does not address at all

asks closed-ended questions at appropriate moments. focuses the patient's attention on critical topics

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Notes:

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6. The physician dominates the interview.

lets the patient talk. does not interrupt the patient. does not lecture to the patient. is not bossy

talks too much. interrupts the patient. lectures to the patient. is generally bossy

7. The physician has good rapport with the patient.

is not attentive. does not appear interested in the patient. does not listen to the patient. is rude or unpleasant

is very attentive. appears interested in the patient. listens to the patient. is polite and pleasant. is connected to the patient

8. The physician tracks the patient.

ignores the patient's cues

follows the patient's cues.

9. The physician manages the flow of the interview.

fails to provide direction. fails to use or uses poor transitions. moves at an inappropriate pace.

provides direction. uses smooth transitions. moves at an appropriate pace

10. The physician conducts a patient-centered interview.

is physician-directed. fails to address the patient's needs and concerns. focuses solely on the biomedical story

is patient-centered. addresses both the biomedical and psychosocial concerns of the patient

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Notes:

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11. The physician effectively provides information to the patient.

fails to establish a baseline, uses jargon, gives complicated explanations, fails to check the patient's understanding

does an excellent job of establishing a baseline, uses appropriate language, gives straightforward explanations, checks the patient's understanding

_____ There was no opportunity to inform the patient.

12. The physician is able to motivate the patient.

does not explore the patient's motivation for change, does not state desired behavioral outcome, does not ask for a commitment

does an exceptional job of exploring patient's motivation for change, states desired behavioral outcome, asks for a commitment

_____ There was no opportunity to motivate the patient.

13. The physician expresses a willingness to work together with the patient.

tells the patient what course of action will be taken, takes charge of decision making, does not ask for patient's opinion, does not explore patient's lifestyle, does not express willingness to help

outlines and negotiates with the patient, allows and/or solicits the patient's opinion, explores factors that would increase the patient's success, expresses willingness to help

_____ not applicable

14. The physician successfully engages the patient in a nonbiological understanding of his/her symptoms.

does not explain or insensitively explains the psychosocial dynamic of the patient's condition

sensitively explains the psychosocial dynamic of the patient's condition

_____ not applicable

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During the encounter the physician was:

		0 1 2 3 4 5 6 7 8 9 10	
15.	challenging		deferential
16.	abrupt		smooth/lingering
17.	resentful		grateful
18.	nervous		relaxed
19.	pompous		humble
20.	critical		praising
21.	disagreeable		agreeable
22.	domineering		submissive
23.	discouraged		encouraged
24.	cheerful		grumpy
25.	impatient		patient
26.	appeasing		stubborn
27.	easy going		tense
28.	judgmental		accepting
29.	happy		sad
30.	fatigued		energetic
31.	frustrated		heartened
32.	condescending		ingratiating
33.	irritated		subdued
34.	pleasant		unpleasant
35.	rushed		dawdling
36.	down		up
37.	warm		cold
38.	respectful		disrespectful
39.	peppy		sluggish
40.	friendly		unfriendly
41.	argumentative		conciliatory
42.	controlling		yielding
43.	angry		pleased

During the encounter the physician:

44. introduces self and/or greets the patient appropriately _____ yes _____ no

45. attends to the patient's comfort _____ yes _____ no

46. negotiates an agenda for the interview _____ yes _____ no

47. uses open-ended questions early in the interview _____ yes _____ no

48. uses neutral utterances _____ yes _____ no

49. uses reflections or echoing _____ yes _____ no

50. uses open-ended requests _____ yes _____ no

51. acknowledges psychosocial cues early and explicitly _____ yes _____ no

52. responds to feelings _____ yes _____ no

53. handles the patient's emotions by:

    53. labeling/naming feelings _____ yes _____ no

    54. making statements demonstrating understanding _____ yes _____ no

    55. making statements demonstrating respect _____ yes _____ no

    56. making statements demonstrating support _____ yes _____ no

57. moves from open-ended to more directive questions _____ yes _____ no

58. uses a transition from the psychosocial portion to the biomedical portion of the interview _____ yes _____ no

59. tracks topics _____ yes _____ no

60. summarizes patient comments _____ yes _____ no

61. The physician conducted a good interview.

0 1 2 3 4 5 6 7 8 9 10

conducted a very poor interview — conducted an excellent interview