

COMMUNICATION AND RESPECTFUL CARE

Select the objective:

1. Observe a health worker communicating with a mother and her family.
2. Communicate with a mother and her family.

Name of observer:..... Date:.....

	Yes	No
Ensured privacy.....	<input type="checkbox"/>	<input type="checkbox"/>
Introduced self	<input type="checkbox"/>	<input type="checkbox"/>
Asked for consent	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate body language, same level as patient, eye contact, gestures showing interest, smile, nod.....	<input type="checkbox"/>	<input type="checkbox"/>
Used open questions, starting with How? When? What?	<input type="checkbox"/>	<input type="checkbox"/>
Minimal use of closed questions that elicit only yes/no answers.....	<input type="checkbox"/>	<input type="checkbox"/>
Avoided words that sound judgemental ("good", "bad", "normal", "wrong")	<input type="checkbox"/>	<input type="checkbox"/>
Gave clear information on mother and newborn and their care	<input type="checkbox"/>	<input type="checkbox"/>
Recognised and praised results/achievements of mother and baby)	<input type="checkbox"/>	<input type="checkbox"/>
Encouraged meaningful participation* of mother and family	<input type="checkbox"/>	<input type="checkbox"/>
Recognised and praised progress results/achievements of mother and baby	<input type="checkbox"/>	<input type="checkbox"/>
Used listening skills	<input type="checkbox"/>	<input type="checkbox"/>
Accepted what mothers said and felt (for example "I can imagine you are worried")	<input type="checkbox"/>	<input type="checkbox"/>
Gave clear and simple information (for example avoided technical terms, checked understanding)	<input type="checkbox"/>	<input type="checkbox"/>
Helped mother and family identify solutions	<input type="checkbox"/>	<input type="checkbox"/>
Asked for and answered questions	<input type="checkbox"/>	<input type="checkbox"/>
Gave suggestions, not orders	<input type="checkbox"/>	<input type="checkbox"/>
Managed a difficult situation well (bad news, anger, frustration)	<input type="checkbox"/>	<input type="checkbox"/>
Appropriately addressed any special needs (communication, language, disability, hearing, vision)	<input type="checkbox"/>	<input type="checkbox"/>

Discuss together

What did you observe?
What was done well?
Problems identified?
Change needed?

Complete QI template