

ED PHYSICIAN SHADOWING/EVALUATION TOOL

Effectively Manage First Impression (Understanding & Caring)	Yes No	Comments
Reviewed patient record prior to entering room		
Knocked prior to entering patient room		
Smile and introduced self to patient and family using AIDET		
Made eye contact with patient and family		
Spoke to patient by using his/her name		
Asked permission to sit at bedside		
Sat at bedside		
Made physical contact with patient		
Made a personal connection and demonstrated compassion through empathic statements; use words such as <i>“comfort or concern”</i>		
Wrote name on the whiteboard		
Listened without interrupting		
Apologized for keeping patient waiting if needed		
Ask: <i>what would you like to focus on today during your visit? Or what is the one thing you want o be sure happens before you leave today?</i>		
Engaged in 2-way Conversation (Explained Treatments & Tests)	Yes No	Comments
Started conversation with “what/why/how” questions		
Showed empathy with patient’s concerns		
Engaged patient with open-ended questions		
Wrote treatments or tests ordered for patient on whiteboard		
Explained the treatments and tests ordered for patient and duration for pending results (AIDET)		
Explained why medications were prescribed and side effects		
Listened for at least 50% of the time and rephrase concerns		
Listened intently without interrupting,		
Explained next steps in care plan: discharge, x-rays, etc.		
<i>Is there anything else I can help you with before I leave? or “What questions do you have at this time?”</i>		

Effectively Managed Quality of Care	Yes No	Comments
Explain medication use		
Explain medication side effects		
Explain treatments and tests		
Notify patients of all test results, whether positive or negative		
Address pain and comfort immediately		
Communicated with ED team after leaving patient		
Provide closure to the visit by summarizing next steps and action plan		
Handle more than one concern during the visit		
Encouraged patient and family members to ask questions <i>“What questions do you have?”</i>		
Round on patients to provide status of tests and check pain level; <i>“Is there anything else I can do at this moment?”</i>		

Fostered a Team Environment	Yes No	Comments
“Managed-up” the ED nurse and tech during conversation with patient and family		
Requested the nurse to join in patient room		
Communicated with ED team after leaving patient		
Requested the nurse to join in patient room		
Apologize for delay in care... do not place blame on anyone		

Respectful, Friendly and Courteous	Yes No	Comments
Shake hands if possible, smile, eye contact and speak their name and introduce self with AIDET		
Thank you for entrusting our health to us		
Thanks for enduring the long waits today... your health is important to us.		
Thank you for choosing name of hospital		
It was a pleasure taking care of you		