

SP/Patient Satisfaction Scale: Year 2

Student: _____ Date: _____

Case Name: _____ SP: _____

Greeting						
1	Introduced himself/herself	Poor 1	2	3	4	Excellent 5
2	Addressed me as Ms., Mrs., or Mr. and my surname OR asked how I wanted to be addressed	Poor 1	2	3	4	Excellent 5
Rapport						
1	Set the agenda/explained what was going to happen next	Poor 1	2	3	4	Excellent 5
2	Demonstrated empathy/compassion	Poor 1	2	3	4	Excellent 5
3	Showed interest in me beyond my medical problem	Poor 1	2	3	4	Excellent 5
4	Spoke to me in a tone and language appropriate for my age and status	Poor 1	2	3	4	Excellent 5
5	Acknowledged my feelings (fears, anxiousness about exam, etc)	Poor 1	2	3	4	Excellent 5
6	Addressed my concerns in a manner appropriate for a second-year medical student	Poor 1	2	3	4	Excellent 5
7	Acknowledged my immediate condition (my pain, my sudden dizziness upon standing, etc)	Poor 1	2	3	4	Excellent 5
8	Approached delicate issues sensitively	Poor 1	2	3	4	Excellent 5
9	Assured me of confidentiality (when appropriate)	Poor 1	2	3	4	Excellent 5
10	Explained medical terms in plain language	Poor 1	2	3	4	Excellent 5
11	Encouraged me to ask questions	Poor 1	2	3	4	Excellent 5
Focus						
1	Listened carefully	Poor 1	2	3	4	Excellent 5
2	Used open ended questions	Poor 1	2	3	4	Excellent 5
3	Did not make assumptions about information not elicited	Poor 1	2	3	4	Excellent 5
4	Did not interrupt me while I was talking	Poor 1	2	3	4	Excellent 5

5	Did not repeat the same questions	Poor 1	2	3	4	Excellent 5
6	Was more focused on what I was saying than on what to ask next or his/her notes	Poor 1	2	3	4	Excellent 5
7	Note-taking was not obtrusive	Poor 1	2	3	4	Excellent 5
8	Pacing of interview was appropriate	Poor 1	2	3	4	Excellent 5
9	Did not jump abruptly from subject to subject	Poor 1	2	3	4	Excellent 5
10	Did not use leading questions	Poor 1	2	3	4	Excellent 5
Demeanor						
1	Appearance was appropriate and professional	Poor 1	2	3	4	Excellent 5
2	Appeared prepared	Poor 1	2	3	4	Excellent 5
3	Appeared to take my problems seriously	Poor 1	2	3	4	Excellent 5
4	Appeared comfortable and engaged	Poor 1	2	3	4	Excellent 5
5	Seemed appropriately confident in abilities	Poor 1	2	3	4	Excellent 5
6	Maintained good eye contact	Poor 1	2	3	4	Excellent 5
7	Used appropriate body language	Poor 1	2	3	4	Excellent 5
8	Did not smile or laugh inappropriately	Poor 1	2	3	4	Excellent 5
Closing						
1	Recapped entire encounter as appropriate	Poor 1	2	3	4	Excellent 5
2	Explained further follow-up plans (nurse will be in, need to schedule tests, etc)	Poor 1	2	3	4	Excellent 5
3	Ended encounter smoothly	Poor 1	2	3	4	Excellent 5
Overall						
1	I would be willing to return to this student in the future for care	Definitely would NOT 1	2	3	4	Definitely would 5

Standardized Patient Comments

Student Name: _____ **SP Initials:** _____ **Date/time:** _____

Case Name: _____

Please give us your **subjective personal feelings** about this student's care and treatment of you: what you thought of him/her **and** why you thought it. Be specific. Remember, we are **not** looking for content here, but interaction and communication. Please avoid giving us a list of what the student did/did not ask. This is not an easy task, but it is valuable to the students if done well.

- Be as **specific** as you can about what the student did that you liked and/or did not like.
- Be honest with your negative comments, and word them as kindly as possible.
- Use "you-messages": "**When you said/did...I felt...**"
- Do not comment/complain about something the student cannot change.