

Behaviors to Improve

Observable Behavior - "When you/said/did _____"	Personal Impact - "I felt/noticed/was _____"
didn't ask about my personal life (like traffic/parking/weather)	disconnected, like a piece of data, like you were only interested in the symptoms
didn't explain the agenda; didn't explain your role as a student	confused, disconnected, uninformed
spoke too loudly; spoke too fast	patronized, distracted; confused, rushed
sat so far away; moved your stool into the far corner	disengaged, disconnected, tentative
looked at your clipboard/floor/your shoes the whole time	disengaged, disconnected, uncomfortable
clicked/twirled your pen; shook your foot; spun in your chair	nervous, uncomfortable, distracted, like I needed to comfort you
sat on the exam table; stood the whole time	like a little kids, looked down upon, intimidated
kept asking the same questions over and over; didn't summarize at the end	unsure, confused, not heard
didn't acknowledge when I told you a family member had passed	uncared for, disconnected, like a piece of data
said "good good" or "gotcha" (or other rote response)	not listened to, disconnected
opened with "state your name and DOB" before your greeting/introduction	disconnected, like a barcode, like a piece of data, unimportant
didn't pull out the foot rest on the exam table	uncomfortable, like you weren't concerned about my comfort
didn't explain what you were doing on the physical exam	confused, anxious, uncertain, doubtful about your abilities
addressed me with "hey partner" (or some other informal greeting)	disrespected, anxious, uncomfortable
touched me with cold hands without warning, performed the physical exam roughly	startled, uncomfortable, hurt, confused, angry, irritated, disrespected
used medical terminology without definition	confused, disconnected, inferior, condescended to

Behaviors to Reinforce

Observable Behavior - "When you/said/did _____"	Personal Impact - "I felt/noticed/was _____"
asked about traffic, parking, weather, career, hobbies, family, etc.	connected, important, like you cared about me as a real person
explained the agenda; explained your role as a student	comfortable, relaxed, informed
spoke with an appropriate tone; spoke at an appropriate volume	comfortable, safe, calm, relaxed
"leaned in"; moved in on your stool	engaged, connected, like you were interested in me as a person
made consistent eye contact	engaged, connected, at ease, comfortable
sat with good posture and looked relaxed; avoided fidgeting	relaxed, confident, engaged
repeated my story back to me; summarized accurately	listened to, heard, important, understood
acknowledged the passing of my family member	cared for as a person, comforted
shared a personal experience, memory	connected, at ease, relaxed, comforted
introduced yourself and greeted me; said "Nice you meet you"	connected, at ease, comfortable
pulled out the foot rest on the exam table	comforted, like you cared about my comfort and safety, cared for
explained what you were doing on the physical exam	informed, cared for, confident about your abilities
addressed me by my first and last name (or "Mr." or "Miss" and last name), asked for my pronouns, asked how I'd like to be addressed	respected, pleased, comfortable
apologized in advance for cold hands; rubbed your hands to make them warm before touching me	comfortable, like you cared about my comfort
handled me gently during the physical exam	cared for, like you cared about my comfort
used laymen's terminology	informed, like you cared that I understood, like a partner in my care