

RELATIONSHIP CENTRED CARE PATIENT FEEDBACK TOOL

Are you completing this survey for yourself or for another person?

- I am completing this survey for myself
- I am completing this for a family member or friend who is a patient at this clinic
- I am completing this for the patient in my professional capacity

Please answer the following questions based on your experience with your healthcare team over the past 12 months. If a question doesn't apply to the healthcare provider you are commenting on, simply mark the 'does not apply' checkbox.

<p>A. My care team understands me</p> <p style="text-align: center;"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Uncertain <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Does not apply </p>
<p>B. I am able to work with my care team to improve my health</p> <p style="text-align: center;"> <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Uncertain <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Does not apply </p>

If you would like to provide the name of a particular provider you are thinking about, please put it here:

<p>How good was the healthcare provider you interacted with at:</p>
<p>1. Making you feel at ease (introducing themselves, explaining their position, being friendly and warm towards you, treating you with respect; not cold or abrupt)</p> <p style="text-align: center;"> <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Very Good <input type="checkbox"/> Excellent <input type="checkbox"/> Does not apply </p>
<p>2. Letting you tell your "story" (giving you time to fully describe your condition in your own words; not interrupting, rushing or diverting you)</p> <p style="text-align: center;"> <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Very Good <input type="checkbox"/> Excellent <input type="checkbox"/> Does not apply </p>
<p>3. Really listening (paying close attention to what you were saying; not looking at the notes or computer as you were talking)</p> <p style="text-align: center;"> <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Very Good <input type="checkbox"/> Excellent <input type="checkbox"/> Does not apply </p>

<TEAM(S) NAME(S)>

Date Completed: _____

4. Being interested in you as a whole person (asking/knowing relevant details about your life, your situation; not treating you as "just a number")

Poor Fair Good Very Good Excellent Does not apply

5. Fully understanding your concerns (communicating that they had accurately understood your concerns and anxieties; not overlooking or dismissing anything)

Poor Fair Good Very Good Excellent Does not apply

6. Showing care and compassion (seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")

Poor Fair Good Very Good Excellent Does not apply

7. Being positive (having a positive approach and a positive attitude; being honest but not negative about your problems)

Poor Fair Good Very Good Excellent Does not apply

8. Explaining things clearly (fully answering your questions; explaining clearly, giving you adequate information; not being vague)

Poor Fair Good Very Good Excellent Does not apply

9. Helping you to take control (exploring with you what you can do to improve your health yourself; encouraging rather than "lecturing" you)

Poor Fair Good Very Good Excellent Does not apply

10. Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)

Poor Fair Good Very Good Excellent Does not apply

11. My healthcare provider asks about my life context (family, work, etc.)

Never/very rarely Rarely Sometimes Often Always/very often Does not apply

12. I feel that my healthcare provider and I are a team.

Strongly disagree Disagree Uncertain Agree Strongly Agree Does not apply

13. My healthcare provider seems to collaborate well with other health professionals.

Strongly disagree Disagree Uncertain Agree Strongly Agree Does not apply

<TEAM(S) NAME(S)>

Date Completed: _____

14. What is one thing that went well at your visit with your healthcare team today.

15. What would you like to see more of at another visit to your healthcare team?

16. Comments: If you would like to add further comments about this visit or any other aspect of your healthcare, please do so here.

Thank you for giving us your feedback, please return this to your clinic team.

SOURCES:

Questions 1-10: CARE SW Mercer, Scottish Executive 2004: The CARE Measure was originally developed by Dr Stewart Mercer and colleagues as part of a Health Service Research Fellowship funded by the Chief Scientist Office of the Scottish Executive (2000-2003).

Questions 11 through 13: Hudon, C., Lambert, M., & Almirall, J. (2015). Physician Enabling Skills Questionnaire: Validation of a newly developed instrument in primary health care., Canadian Family Physician, 61, 61(11, 11), e517, e517-23.

(NOTE: the term doctor has been replaced with healthcare provider.)