

## STAFF SELF-EVALUATION

Communication Assessment	Always	Frequently	Occasionally	Almost Never
I know the patient's name before I greet him/her.				
I use language the patient can understand.				
I support the M.D.'s comments to the patient.				
I am successful at calming anxious patients.				
Telephone Assessment				
I answer before the third ring.				
I answer with the name of the physician or practice.				
If necessary to put someone on hold I ask first and wait for positive acknowledgement.				
I quickly find out the reason for the call.				
I deliver messages promptly & accurately.				
I speak pleasantly.				
I avoid the use of slang & medical jargon.				
I call patients by name.				
Difficult patients are easy for me to handle.				
Regardless of the patient's age or position, I am comfortable in conversation.				
Rate Yourself				
3 points for each: Always				
2 points for each: Frequently				
1 point for each: Occasionally				
0 points for each: Almost Never				
Score				
37 – 45 Excellent				
28 – 36 Good				
Less than 27 – Needs Improvement				

NOTE: To be filled out by staff member in preparation for employment evaluations or to be used as a staff survey, evaluating patient satisfaction.