

Intern Name: Alicia Blaine

Competency checklist for group patient education

- Good introduction - Intern describes what audience will hear.
- Clearly stated objectives serve to motivate audience; introduction describes why they need the information.
- Speaker establishes credibility; describes credentials; experience
- Speaker establishes rapport with the audience, conveys warmth, concern, respect for individuals, and interest. Makes reference to self in a way that promotes rapport.
- Concepts presented clearly, in a logical sequence, at a comprehensible pace; and at audience level of comprehension.
 - Speaker relates concepts to the audience's areas of interest; Examples clarify rather than distract.
 - Group consensus of understanding gained before moving on to the next concept.
 - Smooth transition from one medium to another.
 - Literature and visual support rather than detracts from the key concepts.
 - Eye contact with the audience.
 - Posture and body language: relaxed; facing the audience; no distracting movements.
 - Voice is audible; quality is pleasant.
 - Inappropriate comments are handled tactfully.
 - Audio Visual equipment is handled smoothly.
 - Audience is encouraged to be involved.
 - Questions are repeated before answering.
 - Inappropriate questions are rephrased to fit the needs of the session.
 - Questions are answered unambiguously.
 - Requests for individual advice are answered in a way that contributes to group understanding of key concepts.
 - Conclusion summarizes information covered.
 - Session starts and ends on time.
 - Which concepts were not adequately covered?

RD rating and comments in support of rating: S U

Intern Comments:

RD Signature: [Signature]

Date: 12/31/21