

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?

Everything was covered as I asked, plus some.  
Extremely thorough

RD rating and comments in support of rating: S / U

Satisfactory.

Intern Comments:  
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\_\_\_\_\_

RD Signature: Kaleena Lewis

Date: \_\_\_\_\_