

*Preventing Techno-Barriers in the Patient Experience*

# What is Your TB Quotient?

Direct Care Provider Questionnaire

Assess your ability to combine technology with care and communication to create a compassionate connection.

Rating Scale frequency –

4 – All of time      3– Most of the time      2 – Some of the time      1- None of the time

Action	Score
1. I walk up to my patient’s bed or chair, greet and introduce myself first.	
2. If I am using a piece of equipment with a patient, I “introduce” the equipment and explain the purpose or procedure. I don’t assume the patient just knows.	
3. If I am using a computer, my screen is placed so that I can provide eye contact to a patient with less than a 45 degree turn of my head.	
4. As I enter data, I am able to give eye contact and speak directly to my patient every 10 seconds.	
5. If completing a questionnaire, I pause every two to three questions to create a caring connection by purposefully providing non-verbal cues to indicate I am listening and acknowledging the patient.	
Total Score	

100%      Great skills. You are Creating Compassionate Connections!

80-99%      Good. You may need more practice to create connections.

79% or lower      Needs work. You may not be connecting with your patient.