

Preventing Techno-Barriers in the Patient Experience

What is Your TB Quotient?

Clerical Staff 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. When in front of my computer and I first meet a patient, I lean forward and in the direction of the patient.	
2. My screen is placed so that I can provide eye contact to a patient with less than a 45 degree turn of my head.	
3. As I enter data, I am able to give eye contact and speak directly to my patient every 10 seconds.	
4. 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.	
5. At the conclusion of my interaction, I stop typing, I lean forward and in the direction of the patient, and provide a sincere and warm verbal conclusion to our interaction.	
Total Score	

20 Great skills! You are *Creating Compassionate Connections!*

16 Good work. You may need more practice to create connections.

< 16 Needs work. You may not be connecting with your patient.

