

Transport Call Project

Hospitalist's Name:

Reviewer's Name:

Date of call:

Referring doctor (select from dropdown)

	SCORE	0	1	2	3
<u>SETTING THE TONE</u>		Not Done Well	Done Fairly Well	Done Well	Done Very Well
Introduced him/herself (Name & role said by hospitalist or transport)					
Acknowledged what he/she already knew (even if just age and chief complaint)					
Stated his/her shared purpose (providing best care)- assumed positive intent, avoided condescending comments, used phrases such as "working together," "next best steps"					
Articulated respect					
Used collaborative language, such as "we", "our" and "us" vs "you", "me" and "I" whenever possible					
Used affirming phrases like "I understand" or "I hear what you are saying"					

<u>MANAGING THE CONVERSATION</u>		Not Done Well	Done Fairly Well	Done Well	Done Very Well
Listened for understanding ("...I would like to hear more", "So, I think what you are saying is...")					
Shared his/her recommendation					
Minimized interruptions					

<u>CONTENT</u>		Not Done Well	Done Fairly Well	Done Well	Done Very Well
Gathered the appropriate amount of information in a timely manner					
Gave recommendations within the standard of care					
Walked the provider through the next steps for patient transfer (<u>must include mode of transport</u>)					

<u>CLOSING THE CONVERSATION</u>		Not Done Well	Done Fairly Well	Done Well	Done Very Well
Solicited feedback and collaborated on the next steps					
Showed appreciation and said "thank you"					

Comments:

What was done well?

What could the speaker improve upon?

SELF-REVIEW ONLY: Based upon the eventual outcome, was placement appropriate?

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