

RA's Name _____			Case Name _____			Date _____			PRP or Observer's Name _____		
Greeting		Y	N	Informed Consent Content		Y	N	Assesses Understanding		Y	N
1.	States name, title, and function			5.	States that, " <b>consent is voluntary</b> at least once during the conversation and included in the wrap-up			13.	Probes for questions after each section of the informed consent as appropriate. Or, no need to probe.		
2.	Addresses the PRP appropriately (check all that apply based on setting): Check "Yes" if the RA greets the PRP in an appropriate way based on age, gender, familiarity, setting, etc. <input type="checkbox"/> Uses the formal Mr./Mrs./Ms. <input type="checkbox"/> Asks the PRP how they would like to be addressed. <input type="checkbox"/> Refers to PRP informally based on relationship			6.	PRP can withdraw from the project at any time			14.	Provides information in small chunks		
3.	Correctly pronounces PRP's name			7.	PRP's decision will <b>not affect care</b> in any way			15.	<b>Does NOT minimize questions AND concerns</b>		
4.	Describes the purpose of the encounter in the first 3 min			8.	PRP does <b>not need to decide immediately</b>			16.	Assesses PRP's understanding of the risks of study using the "teach-back" method		
	Showing Respect	Y	N	9.	Explains in detail " <b>loss of personal information</b> " under "Confidentiality"			17.	Handles tough questions well, eg, "Why would I want to be in this study?"		
				10.	Reviews each section of the informed consent as required by the protocol						
				11.	<b>Does NOT minimize risk</b>						
				12.	Discusses risks appropriately						
					Communication Skills	Y	N		Responding to Emotion	Y	N
18.	After greeting, asks permission to continue with conversation about the research study				Verbal			31.	Elicits emotions or feelings if and when appropriate OR encourages patient to talk about their feelings		
19.	Provides two or more elements of "positive speak"†			22.	Does NOT use judgmental words or phrases			32.	Addresses PRP's feeling, emotions, or concerns		
20.	Uses PRP's name more than once during the encounter			23.	Does NOT interrupt			33.	Explores emotional reactions in greater detail (this may include naming or restating the emotion or feeling OR checking in to see if you got it right)		
21.	Practices cultural concordance, for example: • Concordance in responses, reactions, and gestures aligned with PRP's cultural or personal preferences • Responds appropriately to PRP's cultural preferences			24.	Speaks clearly and at a pace that is easily understood			34.	Meets emotion with emotion. Does NOT provide information as a response to an emotional reaction		
				25.	Pauses to allow participant to absorb information or ask questions			35.	Does NOT minimize feelings or emotions AVOIDS saying, "I understand how you feel" in response to an emotional reaction		
				26.	Uses vocab and phrasing appropriate for the PRP				Timing		
				27.	AVOIDS use of specific judgmental, disrespectful or unprofessional words			36.	Finishes the consent within the allotted time frame as set forth by the case		
					Non Verbal						
				28.	Appears non-threatening						
				29.	Conveys interest using non-verbal cues						
				30.	AVOIDS distracting behavior						

### Q36: Establish Rapport

5	Demonstrates rapport-building skills such that potential research participants feel respected and supported to make an informed decision, and would subsequently go out of their way to tell friends and family about the great interpersonal skills of the RA. Usually include two or more elements of "positive speak" and expressions of non-verbal interest that are exceptionally warm.
4	Notably warm and makes effective connection via identifiable elements of both verbal and non-verbal connection
3	Clearly, professional, respectful and interested but minimal or ineffective specific verbal or non-verbal efforts to make a more personal connection.
2	For the most part professional and respectful. Absent of specific effective efforts at rapport building. Present are some comments, expressions or non-verbal behaviors, which might have a negative reception by a least some patients.
1	Absent are positive elements of relationship building. Present are clearly negative comments or expressions, which would leave many patients with negative feelings about the interviewer.

### Q37: Responding to Emotions

5	Responds to all opportunities to Address Feelings. When feelings surface, these are effectively addressed and then incorporated into the visit. Also effectively seeks out the "potential feelings" when situations with high likelihood of feelings surface in the interview.
4	Acknowledges feeling when expressed. Does not fully address/ incorporate into visit. Does not fully address "potential" feeling situations.
3	Acknowledges expressed feelings but does not attempt to integrate into visit.
2	May not acknowledge any of the feelings of the case or does so ineffectively.
1	Comments or responds in a way which demeans, criticizes, or devalues patients' feeling

**Critical Fail if Global Rating is <4**



Breaking the chains of our self-imposed limitations