

A Project to Improve Provider Guardian Communication in a Selected Medical Ward at Lady Ridgeway Hospital for Children, Sri Lanka

Guide for non-participatory observation on communication of doctors and nurses (provider) with guardians at Lady Ridgeway Hospital for Children, Sri Lanka

Observations	1	2	3	4
1. Greeting with full concern	No greeting at all	Greeted but not with full concern	Greeted with full concern but showed no respect	Greeted with full concern and respect
2. Appropriate eye contact with guardian and child	Made no eye contact	Made occasional eye contact	Made eye contact, but disengaged several times	Maintained appropriate eye contact throughout interview
3. Listening carefully	Appeared to be consistently distracted	Was occasionally distracted	Was not distracted, but did not seem to be fully engaged with patient	Listened actively and fully engaged to patient at all times
4. Time given to guardian for answering questions	Gave guardian insufficient time to answer questions	Gave guardian time only to partially answer questions	Gave guardians sufficient time to fully answer some questions	Gave guardian sufficient time to answer all questions
5. Identifies problems, patient wishes to be addressed	Asked appropriate questions	Asked appropriate questions, but none were open-ended	Asked appropriate, open-ended questions, but some were not understandable	Asked questions which were appropriate, open-ended, and understandable
6. Uses appropriate non-verbal behaviour	Leaned away from patient with arms crossed	Leaned away from patient	Leaned toward patient sincerely, but was either too far or too close to patient	Leaned toward patient sincerely from a comfortable distance
7. Expresses concern and willingness to help	Appeared hurried and/or not interested in patient	Took the necessary time, but did not seem interested in the guardian and child	Took the necessary time and showed interest in the guardian and child but inconsistency was observed	Took the necessary time and showed interest in guardian and child consistently giving attention to them
8. Negotiates a mutual plan of action	No negotiation for mutual plan	Occasionally communicate for mutual plan of action	Frequently communicate for mutual plan but guardian is not productively focused for mutual plan of action	Guardian is frequently communicated and productively focused for mutual plan of action
9. Showing of empathy	Showed no	Showed interest	Responded to the	Demonstrated

	interest in the guardian's and child's emotional needs	in the guardian's and child's emotional needs, but did not respond to them	guardian's and child's emotional needs, but lacked warmth and sincerity	appropriate, sincere interest in the guardian's and child's emotional needs
10. Explanation of dos and don'ts	No explanation about dos and don'ts	Explained only about either dos or don'ts	Explained about both dos and don'ts but did not explained reason for them	Explanation about dos and don'ts and reason for them
11. Explanation about investigations	No explanation given about investigations	Some explanation on investigations	Fully explanation given on investigations but did not explained about their importance	Fully explanation about investigations and about their importance
12. Ending the interview	Ended interview abruptly	Effectively ended the interview, but did not summarize guardian's concerns	Effectively ended interview, Summarized guardian's concerns, but did not ask if guardian's had any other concerns or questions	Effectively ended interview summarizing guardian's concerns and asked if guardian's had any other concerns or questions