

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

Observation Checklist on Medical Officers and Nursing Officers Communication Practice

Observations	Scoring			
	1	2	3	4
1. Greeting with fully concern				
2. Appropriate eye contact with guardian and child				
3. Listening carefully				
4. Time given to guardian for answering questions				
5. Identifies problems of guardians' that are wished to be addressed.				
6. Uses appropriate non-verbal behavior				
7. Expresses concern and willingness to help				
8. Negotiates a mutual plan of action				
9. Showing of empathy				
10. Explanation of dos and don'ts				
11. Explanation about investigation				
12. Ending the interview				