

Observe the healthcare worker communicating with a mother or family member.
Record Yes or No for each indicator below.

Date:		Name of Observer:	
NO.	INDICATOR	YES	NO
1.	Privacy was ensured		
2.	Health care worker introduced themselves		
3.	Health care worker called the mother and or baby by name		
4.	Appropriate body language was used ie being at the same level as the patient, eye contact, gestures that show interest eg a smile or nod of the head		
5.	Open ended questions were used eg how, when, what		
6.	Yes / No questions were avoided		
7.	Judgmental words were avoided eg good, bad, normal or wrong		
8.	Healthcare worker praised the results or achievements of the mother or baby		
9.	Healthcare worker accepted what the mother said or felt eg I can understand you are worried		
10.	Clear and simple information was given eg avoided technical terms and checked that mother understood		
11.	Gave suggestions not orders		
12.	Answered any questions patiently and clearly		
13.	Any needs were appropriately addressed eg hearing, language, disability		
		Totals:	
		Percentage: Total number of Yes divided by 13 x 100 =	%

Comments:

Sign: _____

Date: _____