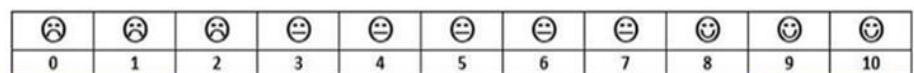


## GLOBAL INTERPROFESSIONAL THERAPEUTIC COMMUNICATION SCALE

			Never	Rarely	Sometimes	Usually	Always	
Setting the stage	1	Provides a professional greeting given the context	1	2	3	4	5	NA
	2	Introduces self by name and title without prompting	1	2	3	4	5	NA
	3	Conducts the communication in a culturally safe manner	1	2	3	4	5	NA
	4	Purposefully explains mutually established goals for the visit	1	2	3	4	5	NA
	5	Demonstrates appropriate proximity to the patient or family according to culture and context	1	2	3	4	5	NA
	6	Where possible provides for privacy and minimal interruptions during interaction	1	2	3	4	5	NA
Building trust	7	Verbalizes interest in patient and their perspective, encouraging rapport	1	2	3	4	5	NA
	8	Demonstrates knowledge about patient's case or situation	1	2	3	4	5	NA
	9	Encourages feedback and input from patient	1	2	3	4	5	NA
Active communication	10	Provides accurate information to the patient at the level they understand	1	2	3	4	5	NA
	11	Verifies comprehension (patient understands information)	1	2	3	4	5	NA
	12	Explains differently if necessary according to the patient's feedback	1	2	3	4	5	NA
	13	Uses questions in a balanced way, avoiding patient's passive participation (e.g. only responding to questions)	1	2	3	4	5	NA
	14	Offers patient opportunities to organize and express their thoughts about the messages	1	2	3	4	5	NA
	15	Listens attentively and answers questions	1	2	3	4	5	NA
Communication skills	16	Recognizes and responds to patient's nonverbal reactions	1	2	3	4	5	NA
	17	Speaks in an appropriate tone and volume given the situation	1	2	3	4	5	NA
	18	Sits or remains level with the patient when possible given the context	1	2	3	4	5	NA
	19	Maintains contact appropriate to the culture when talking with the patient and/or family (e.g. eye contact, distance, spatial approximation)	1	2	3	4	5	NA
	20	Describes what they are going to do BEFORE doing it	1	2	3	4	5	NA
	21	Asks permission to touch BEFORE doing anything to the patient (e.g. blood pressure, dressing, palpation)	1	2	3	4	5	NA
	22	Touches the patient in a culturally respectful manner	1	2	3	4	5	NA
Patient-centered	23	Seeks input from the patient regarding their feelings and goals	1	2	3	4	5	NA
	24	Provides balanced time on psychosocial and clinical aspects of patient care depending on the context	1	2	3	4	5	NA
	25	Identifies potential conflict and finds opportunities to gather information to minimize or manage it	1	2	3	4	5	NA
Potential barriers	26	Gives advice rather than explain options and alternatives	5	4	3	2	1	NA
	27	Gives unsupported (false) reassurance	5	4	3	2	1	NA
	28	Infers falsely, jumps to conclusions related to patient's behaviors.	5	4	3	2	1	NA

- (1) **Never:** does not happen while is expected  
 (2) **Rarely:** happens once while always expected (1 out of 5 times)  
 (3) **Sometimes:** happens more than once but not consistently (2 out of 5 times)  
 (4) **Usually:** happens most of the time (3 out of 5 times)  
 (5) **Always:** consistently does the behavior as expected  
 (NA) **Not applicable:** behavior not expected



Non-therapeutic communication

Therapeutic Communication



Hard to use

Easy to use