

Observer Rating of Physician Empathy

This form is used to evaluate levels of empathy while observing a counseling session. Please observe the entire recording of the session, take notes for each item and then, upon completion of the recording, rate the physician on each item.

- 1) [Intention to enter patient's frame of reference] To what extent did this physician attempt or at least intend to understand the patient's frame of reference? Did he/she try to see the world "through the patient's eyes"? Did he/she gather information about the patient's experiences and feelings?
 - 0 - Not at all - the physician did not seem interested in the patient's frame of reference, nor did he/she gather adequate information about the patient's experiences.
 - 1 - Minimally - the physician minimally tried to understand the patient's frame of reference.
 - 2 - Neutral - Perhaps the physician tried but his/her efforts were not immediately obvious.
 - 3 - Somewhat - the physician tried somewhat to understand the patient's frame of reference.
 - 4 - Reliably and Consistently - throughout the session the physician worked hard to understand the patient's frame of reference and see the world through the patient's eyes.
- 2) [Perceptual inference and clarification] To what extent did the physician intentionally provide the patient with new ways of looking at things (a new perspective)? To what extent did the physician make observations that the patient had not yet acknowledged, in order to add to the patient's frame of reference or bring out implications?
 - 0 - Not at all - the physician seemed uninterested in providing the patient with a new perspective.
 - 1 - Minimally - the physician minimally tried to provide the patient with a new perspective.
 - 2 - Neutral - Perhaps the physician tried but his/her efforts were not immediately obvious.
 - 3 - Somewhat - the physician tried somewhat to provide the patient with a new perspective.
 - 4 - Reliably and Consistently - throughout the session the physician worked hard to provide the patient with a new perspective.
- 3) [Accuracy-plausibility] To what extent were the physician's observations accurate or plausible?
 - 0 - Not at all - the physician's remarks were not at all accurate or plausible.
 - 1 - Minimally - the physician's remarks were minimally accurate or plausible.
 - 2 - Neutral - Perhaps the physician's remarks were accurate or plausible but that was not immediately obvious.
 - 3 - Somewhat - the physician's remarks were somewhat accurate and plausible.
 - 4 - Reliably and Consistently - the physician's remarks were reliably and consistently accurate and plausible.
- 4) [Here and now] To what extent was the physician focused on the present moment while he or she was with the patient (rather than focusing on the past or future)? For example, did the physician ever ask for reactions to feedback or recommendations right in the exam room?
 - 0 - Not at all - the physician did not seem interested in focusing on the present moment or asking for reactions occurring immediately in the exam room.
 - 1 - Minimally - the physician minimally tried to focus on the present moment.
 - 2 - Neutral - Perhaps the physician tried to focus on the present moment but his/her efforts were not immediately obvious.
 - 3 - Somewhat - the physician tried somewhat to focus on the present moment.
 - 4 - Reliably and Consistently - throughout the session the physician was focused on the present moment, asking for reactions occurring immediately in the exam room.

- 5) [Topic centrality] To what extent did this physician focus on what was most important to the patient (versus focusing on his or her own agenda)?
- 0 - Not at all - the physician did not focus on what was most important to the patient.
 - 1 - Minimally - the physician minimally tried to focus on what was most important to the patient.
 - 2 - Neutral - Perhaps the physician tried to focus on what was most important to the patient but his/her efforts were not immediately obvious.
 - 3 - Somewhat - the physician tried somewhat to focus on what was most important to the patient.
 - 4 - Reliably and Consistently - throughout the session the physician was focused on what was most important to the patient.
- 6) [Choice of words] To what extent did the physician use rich, vivid, metaphorical language, consistent with his/her patient's concerns?
- 0 - Not at all - the physician did not use rich, vivid, metaphorical language, consistent with his/her patient's concerns.
 - 1 - Minimally - the physician minimally tried to use rich, vivid, metaphorical language, consistent with his/her patient's concerns.
 - 2 - Neutral - Perhaps the physician tried to use rich, vivid, metaphorical language, consistent with his/her patient's concerns but his/her efforts were not immediately obvious.
 - 3 - Somewhat - the physician tried somewhat to use rich, vivid, metaphorical language, consistent with his/her patient's concerns.
 - 4 - Reliably and Consistently - throughout the session the physician use rich, vivid, metaphorical language, consistent with his/her patient's concerns.
- 7) [Voice quality] To what extent was the physician's voice expressive, empathetic, and appropriate to the patients problems, concerns, and circumstances?
- 0 - Not at all - the physician's voice was not expressive, empathetic, or appropriate to the patient's problems, concerns, or circumstances.
 - 1 - Minimally - the physician's voice was somewhat expressive, empathetic, and appropriate to the patient's problems, concerns, and circumstances.
 - 2 - Neutral - Perhaps the physician tried to make his/her voice appropriate to the patient's problems, concerns, and circumstances but his/her efforts were not immediately obvious.
 - 3 - Somewhat - the physician's voice was somewhat expressive, empathetic, and appropriate to the patient's problems, concerns, and circumstances.
 - 4 - Reliably and Consistently - throughout the session the physician's voice was reliably and consistently expressive, empathetic, and appropriate to the patient's problems, concerns, and circumstances.

8) [Exploratory manner] To what extent did the physician collaboratively engage in a process of exploration in order to understand his/her patient (vs. lecturing to the patient)?

- 0 - Not at all - the physician did not collaboratively engage in a process of exploration in order to understand his/her patient (vs. lecturing to the patient).
- 1 - Minimally - the physician minimally tried to engage in a collaborative process of exploration in order to understand his/her patient (vs. lecturing to the patient).
- 2 - Neutral - Perhaps the physician tried to engage in a collaborative process of exploration in order to understand his/her patient (vs. lecturing to the patient) but his/her efforts were not immediately obvious.
- 3 - Somewhat - the physician somewhat engaged in a collaborative process of exploration in order to understand his/her patient (vs. lecturing to the patient).
- 4 - Reliably and Consistently - throughout the session the physician reliably and consistently engaged in a collaborative process of exploration in order to understand his/her patient (vs. lecturing to the patient).

9) [Impact and facilitation vs. blocking, distraction] To what extent did the physician's responses to his/her patient make an impact on the patient?

- 0 - Not at all - the physician's responses to his/her patient made no impact on the patient.
- 1 - Minimally - the physician's responses to his/her patient hardly made any impact on the patient.
- 2 - Neutral - Perhaps the physician's responses to his/her patient made an impact on the patient but this impact was not immediately obvious.
- 3 - Somewhat - the physician's responses to his/her patient made somewhat of an impact on the patient.
- 4 - Reliably and Consistently - the physician's responses to his/her patient seemed to make a substantial impact on the patient.