

LISTENING ASSESSMENT INSTRUMENT: Doctor—Do I really hear my patients?

	Almost Always	Frequently	Occasionally	Almost Never
I assume in advance that my patient's remarks are unimportant or uninteresting.	_____	_____	_____	_____
I day dream while patients are speaking.	_____	_____	_____	_____
I listen only for facts.	_____	_____	_____	_____
Our medical office design is conducive to listening.	_____	_____	_____	_____
I engage in another activity while listening.	_____	_____	_____	_____
I show my interest nonverbally as I listen.	_____	_____	_____	_____
I mentally criticize my patients' speaking styles.	_____	_____	_____	_____
I finish sentences for my patients.	_____	_____	_____	_____
I interrupt my patients.	_____	_____	_____	_____
I plan my response while my patients are talking.	_____	_____	_____	_____

Rate yourself:

3 points for each
2 points for each
1 point for each

Almost Always
Frequently
Occasionally

Score:

22-30
18-21
less than 18

Excellent
Good
Needs Improvement