

Psychosocial Aspects of Bioterrorism - Interview Skills Checklist

Communication Skills	Done
Prepare	
Open	
Gather Information	
Start open ended	
Do not interrupt	
Use non-leading questions	
Ask questions individually	
Avoid medical jargon	
Actively listen (appropriate use of silence)	
Encourage patient to reveal all concerns through verbal and non-verbal encouragement (“tell me more, anything else”, lean forward)	
Summarize	
Elicit and Understand Patient’s Perspective	
Use of Relationship Building Skills	
Use appropriate non-verbal behavior (made eye contact, attentive and open posture, reassured patient with a touch when appropriate).	
Recognize and name emotions	
Use PEARLS* statements to respond to emotion	
Patient Education	
<u>Ask</u> what patient already knows.	
<u>Tell</u> information clearly, do not alarm (“you have PTSD”) or give false reassurances.	
<u>Ask</u> patient if he/she understands and encourage questions.	
Negotiate and Agree on Plan	
Manage Flow	
Close	

*PEARLS: Partnership, Empathy, Apology, Respect, Legitimize/Normalize, Support

Low risk- no current thoughts, no plans

Intermediate risk- current thoughts, no plans

High risk- current thoughts with plans

#Subjective Units of Distress (1-100-self reported)

Content	Done
PTSD Screening (SNAP)	
“Do you find yourself jumpier or more easily startled?” (S=Startle)	
“Are you less emotional than you would expect?” (N=Numbness)	
“Are you having trouble sleeping or concentrating?”(A=Arousal)	
“Are you having frequent un-welcomed thoughts about the event?”	
“Are you having nightmares?” (P=Persistence)	
Depression Screening	
In the past 2 weeks, have you had a depressed mood most of the day?	
In the past 2 weeks, have you a loss of interest or pleasure in most activities?	
Alcohol and Substance Abuse Screening (+CAGE)	
Have you ever had a problem with drugs?	
Do you drink alcohol?/ How much this week?	
Have you ever felt you ought to Cut down on your drinking?	
Have people Annoyed you by criticizing your drinking?	
Have your ever felt bad or Guilty about your drinking?	
Have you ever had a drink first thing in the morning to steady your nerves of get rid of a hangover (Eye-opener)?	
Suicide Risk Assessment ✓	
Have you had any thoughts that life is not worth living or that you’d be better off dead?	
This past week have you had thoughts about hurting or even killing yourself? If Yes, what have you thought about? Have you actually done anything to hurt yourself?	
Education/Intervention	
Deliver Diagnosis- “I think you are suffering from...”	
Demystify- “Let me tell you what this means”	
Education about meaning of symptoms, normal responses to trauma, expectations for symptom resolution.	
Discuss non pharmacologic symptom specific treatments-(i.e. Calm breathing, sleep hygiene)	
Discuss pharmacologic treatments	
Discuss referrals (i.e. CBT, Exposure Therapy)	
Plan for symptom monitoring (SUDS [#]) and follow-up	