Self-Assessment: Response Tendencies

What is your INITIAL RESPONSE to each of the following?

1. Patient says, **"I didn't get much sleep last night."**

   a. "We might be able to give you something to help with that."
   b. "Well, today you're here for something else. You should have made another appointment for this."
   c. "It's even tougher for the patients that have to get up early in the morning to go to work."
   d. "What was keeping you up?"
   e. "I imagine you're already pretty tired. Lack of sleep must make your stay even tougher."

2. Patient says, **"My spouse has a lot of questions but (s)he isn't here right now to ask."**

   a. "I can have your doctor give your wife/husband a call."
   b. "Your spouse should have written down the questions, so we'd have them now."
   c. "We had a patient last week whose spouse had more questions than you could imagine. I think (s)he had us on speed dial."
   d. "What kind of questions are they?"
   e. "It sounds like keeping your spouse informed is very important to you."

3. Patient says, **"I still have a lot of pain and the pain meds just make me feel sick. They don't make me feel any better."**

   a. "I can speak with your doctor about that. He may be able to prescribe something that would be less likely to cause nausea."
   b. "You just went through open heart surgery. You can't expect a magic drug will take all your pain away."
   c. "I was given Vicodin after I had foot surgery. I threw up all night, every night for a week."
   d. "When did the nausea begin?"
   e. "I can see that the pain medication has made you feel even worse."

4. Patient says, **"I'm really tired of this. No one knows what's wrong with me. No one has any answers, and if they do, no one is taking the time to tell me anything."**

   a. "I can make sure the doctor makes time to speak to you about this when he comes in."
   b. "This is going to take some time. You need to be more patient. "
   c. "When my spouse had a similar health incident a few years ago, no one had any answers. We are leaps and bounds ahead of where we were then."
   d. "Have you expressed these concerns with your doctor?"
   e. "I can see that you're frustrated both with the lack of answers as well as the lack of time you have had to discuss your questions with the care team."

5. Patient says: **"My back hurts. This exam table is terrible."**
   a. "Let's adjust the back so we can make it more comfortable for you."
   b. "You're in a clinic. You can't expect all the comforts of home."
   c. "I can relate. I have to see a chiropractor twice a week!"
   d. "Where does it hurt?"
   e. "These exam tables can be rough on the back. It sounds like you're pretty sore."

6. Patient says, **"I don't think I'm ready to be discharged yet."**
   a. "We'll go through all of your questions before you leave and make sure that you have everything you need to know in writing, so you can refer to it later."
   b. "You need to trust that we know when you are ready to go home."
   c. "No one ever feels ready to be discharged. I was frightened about going home the last time I stayed here as a patient."
   d. "Are you concerned about who will help care for you at home?"
   e. "I'm hearing that you're concerned about leaving the hospital."

7. Patient says:" It **hurts."**
   a. "I'll lessen the pressure I'm applying, and I'll get an ice pack to help with the pain."
   b. "You need to toughen up."
   c. "The bright side is that you only had surgery on one foot. Imagine if we did them both!"
   d. "How bad is the pain on a scale from 1-10?"
   e. "I can't imagine the pain you're experiencing now. "

8. Patient says, **"I don't understand."**
   a. "I can make sure the doctor walks you through this to make sure you understand everything you need to know."
   b. "You're probably not going to understand everything."
   c. "You understand a lot more than most people."
   d. "Do you have questions about the doctor's diagnosis?"
   e. "I imagine you're feeling overwhelmed with all of the information that you've received."

Record total number of responses below	Response	Response Tendency
	A	Solve
	B	Criticize
	C	One-Up
	D	Probe
	E	Empathize

Circle your top response tendency (e.g. Solve, Probe):