

CLEAR Whole Person Care[®] Competency

Name: _____ **Work Area/School:** _____ **Date:** _____

Observer Name (indicate self if applicable): _____

Use the following scale to assess the interaction(s) with the patient/client
 NA=Not Applicable, SD=Strongly Disagree, D=Disagree, N=Neither Disagree Nor Agree, A=Agree, SA=Strongly Agree

In relation to the interaction(s) I:		NA	SD	D	N	A	SA
CONNECT: Connect with God (spiritual core), self and others							
1	Spent a moment of quiet (spiritual) reflection before interacting						
2	Exhibited inner calmness						
3	Greeted with kindness (words, gestures and eye contact) – GRETE*						
4	Gave full attention and showed selfless concern for well-being						
5	Recognized and introduced everyone present (including family, peers and colleagues)						
6	Scanned the environment for something unique or specific to reference						
7	Explained the purpose of the interaction						
8	Clarified questions regarding purpose using understandable language						
9	Timeframe explained for the interaction						
10	Correctly estimated time needed						
11	Engaged with and invited responses from others in mutual conversation						
12	Exhibited openness to needs, concerns and emotions						
LISTEN: Be fully present in a sacred time of sharing							
13	Listened for one minute without interrupting						
14	Refrained from multitasking for one minute and then explained if multitasking was needed after that						
15	Paid attention with an open and curious mind to present-moment experiences without “checking out”						
16	Acknowledged hints regarding needs, concerns and emotions						
17	Treated the time as “sacred” (unique and valuable)						
18	Created a safe place for conversation (treated information with respect)						
19	Repeated what was heard and correctly labeled emotions						
20	Verbalized understanding of what was heard						
EXPLORE: Invite whole person conversations							
21	Considered aspects of well-being beyond those presented (recognized presenting situation as only part of the story)						
22	Explored a variety of beliefs, values and practices with openness and interest						
23	Exhibited ability to detect areas not in alignment with goals and well-being						
24	Showed ability to identify the main concern(s) even if not presented as such						
25	Recognized presenting physical challenges						
26	Exhibited ability to assess unidentified past or current physical challenges						
27	Recognized cues that reflected both absence and presence of mental/emotional well-being						
28	Recognized the capacity for self-care and identified areas of resilience						

***GRETE** - refers to the values-based “CONNECT-GRETE patient communication model” developed by LLUH

		NA	SD	D	N	A	SA
EXPLORE: Invite whole person conversations (Continued)							
29	Considered social determinants (economic and social conditions that influence health)						
30	Explored whether there was at least one healthy/supportive social connection						
31	Exhibited ability to assess and address spiritual concern(s)						
32	Considered source(s) of strength, meaning and purpose						
33	Considered presence of healthy lifestyle behaviors (exercise, diet, etc.)						
34	Considered presence of unhealthy lifestyle behaviors (smoking, substance abuse, etc.)						
35	Recognized cues suggestive of high-risk behaviors						
36	Exhibited ability to assess risk and safety						
37	Identified various areas of diversity and how they inform health practices, attitudes and needs						
38	Exhibited ability to respectfully integrate identified diversity needs						
ACKNOWLEDGE: Empathize and communicate understanding							
39	Made reflective comments that exhibit warmth, comprehension, and compassion						
40	Maintained appropriate boundaries (attached in healthy ways without losing self)						
41	Verified meaning of what was said						
42	Conveyed empathy for the situation and/or emotions without condoning or criticizing						
43	Exhibited ability to identify pain with authenticity and healthy emotions (self and others)						
44	Exhibited ability to manage own pain and pain of others						
45	Acknowledged biases and limitations in self and others						
46	Exhibited compassion toward biases and limitations while acknowledging need for growth (self and others)						
RESPOND: Share resources that affirm strength and offer hope							
47	Developed a plan that considered and integrated strengths						
48	Encouraged the use of identified strengths						
49	Made referrals as needed						
50	Utilized and integrated available resources						
51	Assessed need for strengthening hope						
52	Offered hope congruent with beliefs and practices (stories, prayer, comments)						
53	Accurately assessed type and timeframe for follow-up						
54	Followed through on the identified plan						
55	Reflected on (and showed appreciation for) the interaction						
56	Identified the importance of reflecting privately on interaction						

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