

# Process Skills Audit: Using the HCA Approach



## Audio Recording Self-Assessment Exercise - instructions

The purpose of this exercise is to assist you to critically evaluate your use of key HCA processes in your consultations.

### Complete the subjective rating scales below:

1. Listen to an audio recording of your consultation with a client.
2. Rate yourself on each of the subjective scales provided. The scales are from 0 (I need to work on this skill) to 10 (I did really well with this skill).
3. Include brief comments or reflections on your performance in the section provided.

### To what extent did you:

#### a. Explain your role to your patient or client in terms of tailoring information and treatment advice to their needs

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

#### b. Ensure that the client knows and understands their health conditions and risks relevant to the consultation context

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

#### c. Ensure that the client knows and understands the lifestyle and treatment categories relevant to their health conditions/risk factors

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

#### d. Assess and respect the client's prior knowledge and current actions

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

#### e. Assist the client to prioritize the categories that they need to work on over time and/or highlight which category you will assist them with

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

#### f. Check motivation to work on the nominated lifestyle or treatment category for the current consultation

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

#### g. Recognize and address ambivalence if it was present [addressing ambivalence may entail using the call it as you see it principle or the decisional balance technique]

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**h. Use a conversational questioning and reflection style to assess RICK and support behaviour change**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**i. Take action appropriate to the client's RICK levels [Step 4 of the HCA decision framework]**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**j. Help the client to generate options for taking action within the nominated category**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**k. Collaboratively set appropriate personal goals with the client [in the form of a time-framed statement]**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**l. Inquire about potential barriers to action with regard to stated personal goals and actions**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**m. Inquire about thinking barriers to action**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**n. Confirm that the client was confident that they could carry out the agreed actions within the agreed time frame prior to ending the consultation**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**o. Encourage a trial and error approach to taking action**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

**p. Discuss other support services, resources or personal support for the client's action attempts**

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10  
I need to work on this I did really well

Comments: