

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 behavior 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: