

# Clinical First Impression Self – Assessment

## Rate Yourself and Your Team

**Instructions:**

Score yourself on each of the following indicators listed in the first column.  
 Indicate the extent that your typical current for yourself and your team match the indicator in the columns to the right.  
 If you indicate that you need help in an area – you may want to indicate where you will get that help.

<b>Key Issues</b>			<b>Priority</b>
<b>Environmental Attributes</b>			
Our location and facilities appear safe and attractive from a distance.			
Our signage is distinctive, professional and easy to see and read .			
Our waiting/entrance area is clean, comfortable and inviting.			
Our clinical areas are appropriately designed, clean and uncluttered			
Our restrooms are clean, nicely decorated and accessible.			
Other:			

<b>Physical Attributes</b>	<b>Self</b>	<b>Team</b>	<b>Priority</b>
Wardrobe/uniform are appropriate to the patient population and professional.			
Different staff levels are identifiable by uniform.			
Jewelry, cosmetics, body art and accessories are appropriate to the patient population and professional.			
Staff smile and demonstrate appropriate verbal and non-verbal recognition of each other and guests.			
Staff appear clean and neat from a distance and up close.			
Other:			

<b>Communication Attributes</b>			
	<b>Self</b>	<b>Team</b>	<b>Priority</b>
I quickly create rapport, elicit the patient's concerns and plan the visit with the patient each treatment session.			
Voice volume is appropriate to the patient population and issues of privacy			
Use of language including grammar is professional, respectful and appropriate to the patient population.			
Privacy appears to be a priority in clinical care.			
Phone and electronic communications are professional and appropriate to the audience			
Website design and staff information is professional and welcoming.			
Waiting room literature is current, specific and professionally enhancing.			
Other:			

<b>All Senses</b>	<b>Clinical Areas</b>	<b>Non-clinical Areas</b>	<b>Priority</b>
Visually, we are professional.			
Auditory, we are professional.			
Olfactory, we are professional.			
Tactilely, we are professional.			
Refreshments, including fluids are available and taste appropriate.			
Other:			

Value Proposition			
	Self	Team	Priority
The care provided is perceived as valuable by our staff			
Patient satisfaction is investigated at every visit.			
Patient expectations are investigated at every visit.			
Results and outcomes are reviewed very frequently with each patient as they are achieved.			
Interventions are explained and their complexities highlighted regularly by professional staff.			
Support staff members endorse professional staff to patients frequently.			
Other:			

Which areas are most problematic for you? Which areas do you feel you will need the most assistance with?

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What actions will you take to address the areas that you've identified as both problematic and important?

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What support systems will need to be in place to help you succeed as you address your problem areas?

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