



**Contraceptive Counseling: Quality Assurance**

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content:	GATHER Process Observation Form Sample

**Overview**

The GATHER Process Observation Form is used by the contraceptive counseling trainer during Test 3: Implementing the GATHER Process, as well as during ongoing quarterly observation sessions. This sample can be used by the trainer as a guide.

Counselor: SAMPLE Date: 12/4/2008

Start Time: 12:15 Finish Time: 12:40 Total Time: 25 minutes

	Criteria	Completed	Notes
1	Greets the patient politely and warmly	X	Well done!
2	Assures patient of confidentiality	X	Well done! You assured her she can "feel safe to be honest"
3	Has patient review contact information for accuracy	X	Well done!
4	Completes Baseline Clinical Form	X	Well done!
5	Describes each method according to the script	X	Well done!
6	Uses models and other visuals	X	Well done!
7	Let the patient know she has contraceptive options and the choice is hers	X	Well done!
8	Asks the patient to confirm her decision	X	Well done!
9	Presents case to Clinician-on-Duty	X	Well done! Good professional demeanor, presented in an organized manner

	Criteria	Completed	Notes
10	Explains how to use approved birth control method	X	Well done! Reviewed the method consent form with the patient according to instructions, answered patient's questions
11	Reviews how patient plans to protect herself from STDs; Provides condom demonstration	X	Well done! Remember to mention to check for condom expiration date
12	Confirms the patient has received the required handouts	X	Patient did not receive packet from front desk at time of check-in. Gave the patient a handout about IUDs
13	Invites the patient to call the clinic with questions, concerns, or future appointments	X	Well done!
14	Thanks the patient	X	Well done!
15	Encourages patient to ask questions and share information	X	Well done! The patient appeared very comfortable to ask questions. Discussing how to troubleshoot problems with the patch was excellent. At one point, the patient repeated back to you what she should do if she has a problem with the patch. Great use of essential counseling skills.
16	Uses simple, non technical language	X	Well done! Using a non-technical term alongside a technical term is excellent. "Same medicine or hormones" and "Antiseptic soap or betadine"
17	Tailors key information to the needs of the patient	X	Well done! Using the patch as an example when talking about when to use EC was excellent.
18	Uses a friendly tone of voice and attentive body language to convey warmth, interest, and respect	X	Well done!
19	Presents accurate information	X	Well done!
20	Clearly displays employee identification badge	X	Well done!



Summary Comments and Observations:

Great job! You were able to establish a sense of trust and comfort with your patient in a very short period of time. Your communication style is warm, friendly, supportive and reassuring. You did an excellent job tailoring information to meet the needs of your patient.

Form Completed By: J. Smith, 12/4/2008