Client's Evaluation of the Clinic

Instructions:

- Please consider the following questions and select the appropriate response as they apply to the clinic. The bolded questions ask for your overall impression of a clinic's abilities. The indented questions are meant to help guide you to an appropriate overall score.

Diagnostic Challenge Section: DC1

Clinic Number: 1   **Clinic Name:** Animal House

Name of at least one student in the clinic: Mary Jo Smith

EVALUATION KEY (for all categories)
> Unsatisfactory
> Needs significant improvement
> Needs slight improvement
> Meets expectations/Very good
> Exceeds expectations/Exceptional

#1: Clinic's ability to explain at a level the client understands:

Clinic's overall ability to explain at a level the client understands:	
Did the clinic explain your animal's condition to you?	Needs Significant Improvement
Did the clinic use accessible language?	Meet Expectations/Very Good
For any procedures the clinic wanted to perform, did the clinic members adequately explain to you what the procedure entailed and any risks that might be involved?	Meet Expectations/Very Good
Did the clinic explain all costs to you?	Needs slight Improvement

#2: Clinic's ability to answer questions clearly and logically:

Clinic's overall ability to answer questions clearly and logically:	
Did the clinic members ask you if you understood what they were explaining?	Meet Expectations/Very Good
Did the clinic listen to your questions fully?	Needs slight Improvement
Did the clinic members answer all of your questions?	Needs Significant Improvement
Did the clinic answer questions in a comfortable manner?	Meet Expectations/Very Good

#3: Clinic's sensitivity to client concerns and issues

Clinic's overall sensitivity to client concerns and issues	
Did the clinic members express concern for your situation?	Needs slight Improvement
Did the clinic remain open and non-judgmental about your situation?	Needs slight Improvement
If applicable, was the clinic sensitive to your financial situation?	Meet Expectations/Very Good
Did the clinic show sensitivity when having difficult conversations regarding the well-being of your pet?	Meet Expectations/Very Good

#4: Participation of the clinic members

Overall participation of the clinic members	
Did all clinic members participate equally?	Meet Expectations/Very Good
Did any student try to dominate the conversation?	Meet Expectations/Very Good
Did all clinic members communicate effectively with one another?	Needs slight Improvement
Did it appear that the group responsibilities were shared equally among its members?	Needs slight Improvement

#5: Clinic's Professionalism

Clinic's overall professionalism	
Were the clinic members professional in their interactions with you?	Meet Expectations/Very Good
Were the clinic members professional in their interactions with the patient?	Needs slight Improvement
Were the clinic members professional in their interactions with each other?	Needs slight Improvement
Did the clinic appear to be taking the Diagnostic Challenge seriously?	Meet Expectations/Very Good

6. Concluding Comments *(Some topics to consider commenting on in this space are the clinic's ability to explain at a level the client can understand, ability to answer questions logically, sensitivity, participation and professionalism. Please also feel free to comment on your experience as a client!):*

Sometimes the group would get carried away and use to much medical terminology, but when asked to clarify they could do so, so I could understand. There were only 2 group members that participated frequently in our meetings (George and Mary Jo). If John and Paul were asked questions directly they would answer but most of the time it was George and Mary that would take the lead. It would be nice have heard from John and Paul more. The Group was very professional, they dressed nicely, asked me how I wanted to be addressed which I appreciated. They were very sensitive to my relationship with Fluffy and were able to help me make the right decision.