

AMA Patient-Centered Communication Assessment

This American Medical Association-developed, patient centered communication assessment tool, has a few select evaluators, trained by the AMA and authorized to use their tool.

Dr. Sandra Eliason, the Director of Medical Programs for CCCH was a consultant to the AMA in the validation of the intervention phase of the toolkit. Dr. Eliason is now one of the few authorized evaluators to administer the AMA Patient -Centered Communication Assessment.

The assessment consists of:

- Patient Centered Communication Analysis for 3 organizational units (e.g., Emergency Department, inpatient oncology, outpatient general medicine);
- 1,000 paper surveys, Business Reply Envelopes and Data entry for returned paper surveys ; and/or
- Unlimited electronic surveys for patients, staff, and executives; and or a
- Toolkit Data Report including analysis, domain scoring, and the organization's results benchmarked against the database and past results when available

Benefits:

- Understand your outcomes by community;
- Learn how you compare to others in treating disparate patient populations;
- Market your successes to the community.

Outcomes:

- Implement a race and ethnicity data collection system to;
- Help your organization track outcome data in multiple communities over time;
- Compare outcomes within the organization and across organizations; and
- Monitor outcomes to show decreased disparities.