



Chunk and Check Self-Assessment

Directions: After a client encounter, assess your level of agreement with the statements in the table. Your self-assessment is subjective, but it allows you to honestly evaluate your communication with clients. After completing the assessment, think about how you could improve.

	Disagree	Neutral	Agree
I used a caring tone of voice and attitude.			
I asked the client to tell me about his medical condition or health issue in his own words.			
I listened without interrupting.			
I prepared the client for learning by explaining what we would discuss.			
I used subheadings to navigate the written document.			
I highlighted three key points while reviewing the document.			
I spoke clearly and at a moderate pace.			
I used non-medical “plain language”.			
I used specific, concrete, actionable words.			
I checked for understanding using open-ended questions.			
I clarified misunderstandings and re-checked for understanding.			

Source: Adapted from original document by AHRQ Health Literacy Universal Precautions Toolkit Second Edition

What areas can you improve on? What strategies can you use to improve them?
