



The ICO 360-Degree Evaluation: By Peers

Resident's name:

Date:

Grading Instructions: Please grade each question below using the following scale:

Always (5 points)	Often (4 points)	Sometimes (3 points)	Rarely (2 points)	Never (0 points)	Not applicable/I can't answer (0 points)
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Competency: Professionalism

Attribute	Questions	Score
Respect, compassion, integrity	Is the resident polite, considerate and respectful to me, my colleagues and coworkers of all levels?	
Respect, compassion, integrity	Is the resident polite, considerate and respectful to patients and their families; demonstrating compassion and empathy directed to all of these groups regardless of level of education, race, gender, etc.?	
Responsiveness to needs of patients and society that supersedes self-interest	Does the resident put patients' interests before his/her own, demonstrating sensitivity to patient needs (e.g. Staying late to follow up with a patient; behaving graciously when addressing someone on the phone concerned with a patient care issue regardless of the time of day; presenting a balanced picture of a patient's need for surgery even when they might be involved in the case; explaining their level of training and experience to a patient at the expense of their ego or despite that it might limit their participation in surgery)?	
Accountability to patients, society, and profession	Does the resident complete assigned tasks and obligations undertaken fully and in a timely fashion (e.g. the encounter notes are complete and accurate and avoids mistakes related to copy forward or other shortcuts; completes patient care and other related tasks rather than leaving them to someone else; keeps patient information secretly; does not talk about patients or about their disease in public)?	
Commitment to excellence and ongoing professional development	Is the resident committed to improving quality of service; does the resident keep up-to-date with knowledge and skills (e.g. Reads, studies, good application of learning in practice, attends learning events and reinforces new learning in practice, asks for help when unsure about a specific skill, attitude or piece of knowledge)?	
Commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices	Does the resident maintain ethical integrity, even when under stress (e.g. Keeps patient information secretly, does not talk about them or about their disease in public)?	
Sensitivity and responsiveness to patients' culture, age, gender, and disabilities	Does the resident respect diversity of race, gender, religion, sexual orientation, age, disability, intelligence, and socio-economic status (e.g. Treats everyone courteously and with respect; keeps an adjusted, appropriate and respectful approach to all patients disregarding cultural diversity with one only concern: to provide the best medical care)?	

Additional Comments:

Grading Instructions: Please grade each question below using the following scale:

Always (5 points)	Often (4 points)	Sometimes (3 points)	Rarely (2 points)	Never (0 points)	Not applicable/I can't answer (0 points)
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Competency: Interpersonal and Communication Skills

Attribute	Questions	Score
Creation and maintenance of therapeutic and ethically sound relationships with patients that is appropriate for the cultural context	Does the resident demonstrate respectful behaviour to the patient (e.g. Uses appropriate language, is respectful, uses appropriate humor)?	
Use of effective listening skills and elicitation and provision of information using effective nonverbal, explanatory, questioning, and writing skills	Does the resident elicit information using effective questioning and listening skills (e.g. taking the time to listen carefully to patients and their families)?	
Effective communication with patients, families, and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds	Does the resident effectively counsel patients, families and/or caregivers (e.g. explains information to patients; explains to and counsels them at a level at which they can understand; allows them to participate in their own care)?	
Effective communication with physicians, or other health professionals	Does the resident report verbally and written, accurately and fully on patient care activities, including handover of patients under his/her care (e.g. Encounter notes are complete, legible and make sense; resident's reports during transition of care are accurate and helpful)?	
Effective work as a member or leader of a health care team or other professional group	Does the resident take on appropriate share of teamwork (e.g. Helps younger colleagues and guides them; listens carefully to other members of the care team; explains to and counsels other team members at a level at which they can understand allowing them to participate in a patient's care and the daily operations of the patient care environment)?	

Additional Comments:

Competency: System-based Practice

Attribute	Questions	Score
Advocacy for quality patient care and assist patients in dealing with system complexities	Does the resident advocate for quality patient care by assisting patients in dealing with system complexities (e.g. Working to help a patient overcome issues related to transportation, cost of care, scheduling around work and family responsibilities; explaining to a patient the importance of adherence to the care plan and elicit patient concerns regarding adherence and modify plan the plan when needed; communicate with members of the health care team within and outside of ophthalmology to coordinate a plan of care)?	
Participation in identifying system errors and implementing potential systems solutions	Does the resident identify and act on problems with the health care system (e.g. Participates meaningfully in conversations during which processes to improve patient care/the education program are discussed; participates in advocacy for patients or the profession at the local, national or international level)?	

Additional Comments:

The ICO 360-Degree Evaluation: By Co-Workers (technicians, nurses, etc.)

Resident's name:

Date:

Grading Instructions: Please grade each question below using the following scale:

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Competency: Professionalism

Attribute	Questions	Score
Respect, compassion, integrity	Is the resident polite, considerate and respectful to me as well as colleagues and coworkers of all levels?	
Respect, compassion, integrity	Is the resident polite, considerate and respectful to patients of all levels, demonstrating compassion regardless of level of education, race, gender, etc. (e.g. Welcomes and farewells patients; introduces her/himself at the beginning of the consultation; maintains eye contact while talking to them and listening to them, not looking at the computer screen all the time; does not answer her/his mobile phone for private conversations during the consultation; is patient with children and with elderly)?	
Responsiveness to needs of patients and society that supersedes self-interest	Does the resident demonstrate sensitivity to patient needs (e.g. Doesn't make patients wait unnecessarily, answers patients calls)?	
Accountability to patients, society, and profession	Does the resident demonstrate awareness of own limitation (e.g. Asks for help when he/she needs it), does the resident admit errors/omissions (e.g. Admits to making a mistake, apologizes and works to correct it when possible)?	
Commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices	Does the resident maintain ethical integrity, even when under stress (e.g. Keeps patient information secretly, does not talk about them or about their disease in public even after a "difficult" medical encounter)?	
Sensitivity and responsiveness to patients' culture, age, gender, and disabilities	Does the resident respect diversity of race, gender, religion, sexual orientation, age, disability, intelligence, and socio-economic status (e.g. Keeps an adjusted, appropriate and respectful approach to all patients disregarding cultural diversity with one only concern: to provide the best medical care)?	

Additional Comments:

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Competency: Interpersonal and Communication Skills

Attribute	Questions	Score
Creation and maintenance of therapeutic and ethically sound relationships with patients	Does the resident take time and effort to explain information to patients (e.g. listens carefully to patients and their families; explains to and counsels a patient at a level at which they can understand allowing them to participate in their own care)?	
Use of effective listening skills and elicitation and provision of information using effective nonverbal, explanatory, questioning, and writing skills	Does the resident communicate orders clearly to you verbally or in writing?	
Effective communication with physicians, other health professionals, and health related agencies	Does the resident listen attentively to you during interactions/conversations, especially regarding patients?	
Effective work as a member or leader of a health care team or other professional group	Does the resident give consideration to your views, suggestions, and opinions?	
Maintenance of comprehensive, timely, and legible medical records, if applicable	Does the resident complete patients charts in a timely and detailed manner?	

Additional Comments:

Competency: System-based Practice

Attribute	Questions	Score
Participation in identifying system errors and implementing potential systems solutions	Does the resident identify and act on problems with the health care system (e.g. Participates meaningfully in conversations during which processes to improve patient care are discussed)?	
Advocacy for quality patient care and assistance of patients in dealing with system complexities	Does the resident advocate for quality patient care by assisting patients in dealing with system complexities (e.g. working to help a patient overcome issues related to transportation, cost of care, scheduling around work and family responsibilities; explaining to a patient the importance of adherence to the care plan and elicit patient concerns regarding adherence and modify plan the plan when needed; communicate with members of the health care team within and outside of ophthalmology to coordinate a plan of care)? (3)	

Additional Comments:

The ICO 360-Degree Evaluation: By Patients

Doctor's name:

Date:

Grading Instructions: Please grade each question below using the following scale:

Always (5 points)	Often (4 points)	Sometimes (3 points)	Rarely (2 points)	Never (0 points)	Not applicable/I can't answer (0 points)
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Competency: Professionalism

Attribute	Questions	Score
Respect, compassion, integrity	Did the doctor make you feel comfortable during consultation (e.g. Was polite, considerate and respectful to you and your family; understood your concerns; welcomed and introduced him/herself at the beginning of the consultation; maintained eye contact while talking and listening to you without looking at the computer screen all the time; did not answer her/his mobile phone for private conversations during the consultation; was patient with children and elderly; were his/her clothes clean and appropriate)?	
Responsiveness to needs of patients and society that supersedes self-interest	Did the doctor show concern for your comfort during your exam or procedure; made you feel that they considered your eye care concerns to be important; gave you their full attention and did not appear to be rushed; did not answer phone calls, pages or cell phone messages while with you or if they did they explained why this was needed and asked for your understanding?	
Responsiveness to needs of patients and society that supersedes self-interest	Does the resident demonstrate sensitivity to patient needs (e.g. Doesn't make patients wait unnecessarily, answers patients calls)?	
Accountability to patients, society, and profession	Did the doctor appear knowledgeable about how to perform the exam or procedure?	
Sensitivity and responsiveness to patients' culture, age, gender, and disabilities	Was the doctor sensitive to your culture, age, gender, or any disability?	

Additional Comments:

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Competency: Interpersonal and Communication Skills

Attribute	Questions	Score
Creation and maintenance of therapeutic and ethically sound relationships with patients	Did you feel the doctor told you everything and was truthful; did the doctor not keep things from you that you should know?	
Use of effective listening skills and elicitation and provision of information using effective nonverbal, explanatory, questioning, and writing skills	Did the doctor let you tell your story; listened carefully; asked thoughtful questions; did not interrupt you while you were talking; explained to and counsel you and your family at a level you could understand allowing you to participate in your care?	
Use of effective listening skills and elicitation and provision of information using effective nonverbal, explanatory, questioning, and writing skills	Did the doctor explain what you needed to know about your problems, how and why they occurred, and what to expect next?	
Use of effective listening skills and elicitation and provision of information using effective nonverbal, explanatory, questioning, and writing skills	Did the doctor discuss options with you; asked your opinion; offered choices and let you help decide what to do; asked what you thought before telling you what to do?	
Effective communication with patients, families, and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds	Did the doctor use words you could understand? Did the doctor explain the details of the tests he ordered or the treatment options?	

Additional Comments:

Competency: System-based Practice

Attribute	Questions	Score
Advocacy for quality patient care and assistance of patients in dealing with system complexities	Did the doctor help you in any trouble or inconvenience you found with the system (e.g. Worked with you to help you overcome issues related to transportation, cost of care, scheduling around work and family responsibilities; explained the importance of the treatment plan and asked you about your concerns regarding your ability to follow through; communicated with your other care providers to communicate and coordinate the care plan)?	

Additional Comments:

The ICO 360-Degree Evaluation: By Faculty

Doctor's name:

Date:

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Competency: Professionalism

Attribute	Questions	Score
Respect, compassion, integrity	Is the resident polite, considerate and respectful to you?	
Respect, compassion, integrity	Is the resident polite, considerate and respectful to patients, staff and colleagues of all levels; does the resident demonstrate compassion and empathy towards patients and their relatives (e.g. Welcomes and farewells patients, introduces her/himself at the beginning of the consultation; maintains eye contact while talking and listening to them, not looking at the computer screen all the time; does not answer her/his mobile phone for private conversations during the consultation; is patient with children and with elderly; his/her clothes are clean and appropriate?	
Responsiveness to needs of patients and society that supersedes self-interest	Does the resident put patients' interests before his/her own, demonstrating sensitivity to patient needs (e.g. staying late to follow up with a patient; behaving graciously when addressing someone on the phone concerned with a patient care issue regardless of the time of day; presenting a balanced picture of a patient's need for surgery even when they might be involved in the case; explaining their level of training and experience to a patient at the expense of their ego or despite that it might limit their participation in surgery)?	
Accountability to patients, society, and profession	Does the resident complete assigned tasks and obligations undertaken fully and in a timely fashion?	
Commitment to excellence and ongoing professional development	Does the resident demonstrate commitment to improving quality of service; does the resident keep up-to-date with knowledge and skills?	
Commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices	Does the resident maintain ethical integrity, even when under stress (e.g. Keeps patient information secretly, does not talk about them or about their disease in public)?	
Sensitivity and responsiveness to patients' culture, age, gender, and disabilities	Does the resident respect diversity of race, gender, religion, sexual orientation, age, disability, intelligence, and socio-economic status (e.g. Keeps an adjusted, appropriate and respectful approach to all patients disregarding cultural diversity with one only concern: to provide the best medical care)?	

Additional Comments:

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Competency: Interpersonal and Communication Skills

Attribute	Questions	Score
Creation and maintenance of therapeutic and ethically sound relationships with patients	Does the resident demonstrate respectful behaviour to the patient (e.g. Uses appropriate language, is respectful, uses appropriate humor, welcomes and farewells patients, introduces her/himself at the beginning of the consultation, maintains eye contact while talking and listening to them, not looking at the computer screen all the time; does not answer her/his mobile phone for private conversations during the consultation; is patient with children and with elderly)?	
Use of effective listening skills and elicitation and provision of information using effective nonverbal, explanatory, questioning, and writing skills	Does the resident elicit information using effective questioning and listening skills (e.g. listens carefully to patients and their families)?	
Effective communication with patients, families, and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds	Does the resident effectively counsel patients, families and/or caregivers (e.g. explains information to patients; explains to and counsel them at a level at which they can understand; allows them to participate in their own care)?	
Effective communication with physicians, other health professionals, and health related agencies	Does the resident respond to criticism without becoming combative or defensive and making excuses for his/her actions?	
Effective work as a member or leader of a health care team or other professional group	Does the resident explain the rationale of his/her plan/actions to you clearly and logically; assumes responsibility if a mistake is made?	
Maintenance of comprehensive, timely, and legible medical records, if applicable	Does the resident complete records in a timely and accurate fashion?	
Clear communication in the role of teacher	Does the resident teach students and professionals effectively (e.g. Helps younger colleagues and guides them)?	

Additional Comments:

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Always (5 points)	Often (4 points)	Sometimes (3 points)	Rarely (2 points)	Never (0 points)	Not applicable/I can't answer (0 points)
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Competency: System-based Practice

Attribute	Questions	Score
Cost effective practice of health care and resource allocation that do not compromise quality care	Does the resident use health resources appropriately (e.g. Are you confident that all tests resident ordered for the patient are really necessary?)	
Advocacy for quality patient care and assistance patients in dealing with system complexities	Does the resident advocate for quality patient care by assisting patients in dealing with system complexities (e.g. Participating meaningfully in conversations during which processes to improve patient care/the education program are discussed; participating in advocacy for patients or the profession at the local, national or international level; making financially sound treatment plans and discuss this with patient and family)?	

Additional Comments: