

MC3 Values Shadowing Checklist for Interns

Welcoming:

- Thanked person for coming in
- Offered water coffee, etc. or if comfortable (too hot, cold)
- Inquired how it was to get to office?
- Inquired how process of intake was?

Person Centered:

- Allowed individual to tell his/her story
- Goals/objectives for the individual created in his/her words
- Discussed strengths
- Provider explained process/expectations of meeting
- Provider shared appropriate information about self
- Individual was treated with dignity and respect

Stage Matched:

- Did you hear?
- Open ended questions
- MI verbiage
- Level of change scale asked
- Set realistic goals based on the individual's stage

Co-Occurring:

- Asked questions on MH and Substance Use?
- Inquired about physical concerns
- Asked questions on other occurring issues (e.g. disability, access, etc.)
- Inquired about the whole person/family and needs being met

Trauma Informed Care:

- Individual treated by office and professional staff with awareness of trauma & triggers
- Waiting area/office surroundings not triggering
- Asked individual if lighting, etc. okay and if they need modifications
- Provider acknowledged the individual's struggles

Culturally Intelligent:

- Provider asked about cultural values/concerns to be aware of –asked about needs
- Provider mentioned goal of trying to be informed and asked individual to provide clarification if needed
- Provider appeared open minded and eager to learn
- Provider was flexible to cultural needs

Recovery:

- Provider spoke about change in positive manner, with hopeful goals
- Provider celebrated success and victories
- Provider accepted “bumps” in progress—and reframed them
- Provider encouraged self-care

Service Integration:

- Provider and individual met with other team members
- Provider discussed the benefits of working with other providers/family members/groups
- Provider discussed progress/roadblocks occurring with team members

System Integration:

- Provider assisted with concerns and was directed to the appropriate system of care regardless of the door the individual entered