

HHCAHPS Interviewer Monitoring Form

Date:

Monitor Name/ID:

Vendor:

Interviewer Name/ID:

Attitude	n/a	1	2	3	4	5
Is courteous and polite						
Sounds confident						
Does not sound bored						
Speech is clear						
Does not sound sarcastic						
Sounds interested in responses						
Interviewing Techniques	n/a	1	2	3	4	5
Executes interview introduction smoothly						
Asks for the correct sample member						
Reads verbatim						
Has good interviewing pace/ Does not hurry respondent						
Interview flows well						
Goes from introduction directly into first questions						
Enters respondent answers correctly						
Answers respondent's questions appropriately						
Smooth closing of the interview						
Probing	n/a	1	2	3	4	5
Probes for more accurate information						
Knows when to probe						
Uses neutral probes						
Uses multiple probes						
Encourages responses when respondent seems reluctant						
Proxy Techniques	n/a	1	2	3	4	5
Knows when to offer a proxy interview						
Transitions smoothly to proxy script						
Call Backs/Setting Appointments	n/a	1	2	3	4	5
Attempts to make appointments with appropriate respondents						
Selects a date AND a time the respondent/proxy will be available						

Would you want to be interviewed by this person for this survey?

YES NO

Notes:

Monitoring Score: