CCV - Cancer Helpline
Call Evaluation Tool

Operator Details	
Name:	**Date:**
Caller Type:	
	Name: _____ **Age:** _____ **Postcode:** _____ **How found:** _____ **Reason for calling:** _____

Comments
<u>**Supervisor's Comments:**</u>   **Total Score: _____**
<u>**Recommended Actions/Coaching to be Undertaken:**</u>
<u>**Cancer Nurse's Comments:**</u>
I fully understand the 'Recommended Actions' described within this document and the 'Coaching to be Undertaken' items listed that are to be achieved by the next review date _____ / _____ / _____.
Cancer Nurse's Signature: _____ **Date:** ____ / ____ / ____
Supervisor's Signature: _____ **Date:** ____ / ____ / ____

Adapted from information and experience shared by John-Paul Kristensen.

| Section One: Communication Skills

Objective: The Cancer Nurse (CN) communicates effectively with the caller.		
Competencies (All Calls)	**Score**	**Comments**
CN builds rapport with caller (use of name etc) (2)

Appropriate language used for caller (2)

CN's voice, pacing and tone is used appropriate (2)

CN's speech is clear (2)

CN listens to and clearly identify caller needs (2) | | |
| **TOTAL SCORE** | **/ 10** | |

| Section Two: Emotional Support

Objective: The Cancer Nurse (CN) demonstrates appropriate techniques		
Competencies (All Calls)	**Score**	**Comments**
CN displays empathy and understanding (2)

Use of basic skills (reflecting feelings & content, paraphrasing, summarising, open questions) (2)

Use of medium skills (reframing, exploration of feelings and options) (2) | | |
| **TOTAL SCORE** | **/ 6** | |

Score: **0** = Expectation Not Met   **1** = Needs Improvement   **2** = Expectation Met / Not Applicable

Section Three: Services & Information **Objective:** The Cancer Nurse (CN) competently assesses need for support/information		
Full range of support options/services discussed, including CC, CSG, internet/telephone support call back) (2) Service providers supplied were appropriate for the caller's needs. (2) Full range of literature discussed. (2) Literature provided is appropriate for the caller's needs. (2) Provides information on the hours of the Helpline. (2)		
TOTAL SCORE	**/10**	

Section Four: Collection of Data & OnCall Call Entry **Objective:** The Cancer Nurse competently collects and records caller/client information		
Competencies (All Calls)	**Score**	**Comments**
Collected the essential information for documentation. (2) Records accurately, including mandatory fields (how found, postcode, age, gap in service) on Salesforce database (2) Follows CISS policies and procedures during the course of the call (confidentiality etc) (2)		

Score: **0** = Expectation Not Met   **1** = Needs Improvement   **2** = Expectation Met / Not Applicable

	Score
Section One:	
Section Two:	
Section Three:	
Section Four:	
TOTAL SCORE:	