



## Introduce

- Name, role in patients care
- Sit
- Make eye contact

*"Hi, my name is \_\_\_\_ I am going to be your \_\_\_\_ today. I am going to \_\_\_\_"*

## Collaborate

- Creating a therapeutic alliance

## Acknowledge

We don't need to be able to change the situation in order to acknowledge it

- Acknowledge **emotion** about the situation - pain, long waits, difficult diagnosis
  - Name the emotion
- Acknowledge the **patient**
  - thank the patient for what they are bringing to the encounter, like patience or understanding
- Acknowledge the **situation**
  - the situation is difficult and we wish it was different

*"Yes, and"*

*"This must be so frustrating"*

*"I hear how uncomfortable you are"*

*"Most people would feel the same way"*

*"I realize the wait is very long, thank you for your patience"*

*"I wish I had better news"*

*"I wish we could always figure out exactly what was causing the pain"*

## Reflectively listen

- Let the patient speak: **silence**
- Invite the patient to speak
- **clarifying communication**: Summarize and check accuracy
- **Simple reflection**: simply repeat back what you heard (shows you heard and understood)

Non-verbal: eye contact, nodding or showing curiosity  
*"tell me more"*

*"Let me make sure I understand what you are saying..."*

## Set Expectations

- About the plan of care, diagnostic and treatment goals, clearly define next steps
  - **Priority**
  - **Agenda**
  - Set expectations using **if/then**
- Communicate about uncertainty using **wish/worry or hope/worry**

*"This must be so frustrating"*

*"I hope that you will get a bed this afternoon but I worry that the hospital is so full, you may spend the night here"*

*"I hope the consulting doctor comes down by noon, but I worry it may be closer to 3 pm"*