

Empathic Communication

- Heart-Head-Heart model
- Mindful practice – be present
- Remember behaviors that **inspire** team effectiveness, and those that **interfere** with morale
 - Acknowledge and appreciate the people around you!
 - Be open to other ideas, perspectives
- Effective openings and closings (6 seconds to make impression)
 - Introduce yourself by name and role
 - Ensure understanding and closure
- Build partnerships
 - Share control
 - What are the patient's/family's views, theories? (Kleinman's 8 Questions)
 - Partnership language “with you / for you / together”
- Provide effective explanations
 - Ask-Tell-Ask
 - Teach back
- Hard conversations
 - Start with positive intent (or neutrality)
 - Know your main message

*Source: The Language of Caring
for Physicians program*



Prepare with Intention

- Familiarize yourself with the patient.
- Create a ritual to focus your attention before a visit (i.e. deep breath, knock; wash or sanitize hands; etc.)



Listen intently and completely

- Sit down, lean forward, and position yourself to listen.
- Don't interrupt. Your patient/family is your most valuable source of information.



Agree on what matters most

- Find out what your patient/family care about and incorporate these priorities into the visit agenda.



Connect with the patient's story

- Consider the circumstances that influence your patient's health.
- Acknowledge your patient's/family's efforts, celebrate successes.



Explore emotional cues

- Tune in. Acknowledge patient's emotions, reassure. Promotes trust and partnership.

Recommended Clinician Practices to Foster Connection with Patients

Source: Zulman, D. M. et al. (2020). Practices to foster physician presence and connection with patients in the clinical encounter. JAMA, 323(1), 70-81.

Book resources page:

https://www.amazon.com/Compassionomics-Revolutionary-Scientific-Evidence-Difference-ebook/dp/B07NSC6GJ7/ref=sr_1_1?crid=1PNUHxDORC85H&keywords=compassionomics&qid=1674489267&s=digital-text&srefix=compassionomics%2Cdigital-text%2C92&sr=1-1