

SKILLS CARD 1



Academy of
Communication
in Healthcare

1: Beginning

Create rapport quickly

- Take a breath
- Greeting and introductions
- Attend to comfort; “small talk before big talk”
- Set expectations on time and interruptions
- Acknowledge any communication barriers

Elicit the LIST of ALL ITEMS

- Acknowledge each item
- Exhaustive “What else?”

Negotiate the AGENDA

- Establish patient’s priorities
- State your clinical goals
- Negotiate a plan

2: Relationship-Centered

OPEN the Conversation

- Open the Conversation
- Open-ended question/request
- Attentive → Reflective listening

EXPLORE Personal & Emotional Stories

- Ask about impact, ideas, expectations
- Elicit emotions

Respond with EMPATHY

- **NURS:**

Name, Understand, Respect, Support
(Transition to Clinician-Directed Part of Interview)

3: Ending

SHARE Information

- Orient patient to end of the encounter
- Incorporate patient’s perspective
- Use plain language
- ART loops: Ask, Respond, Tell

ASSESS Understanding

- Teach-back using ART

CLOSE the visit

- Clarify next steps
- Elicit final questions
- Acknowledge and support

NURS ©

Name

- “So that makes you feel _____”
- (or read emotion on patient’s face)

Understand

- “I can appreciate how you would feel that way.”
- “I can see how this could make you feel _____.”

Respect

- “You’ve been through a lot.”
- “Thank you for sharing this with me.”

Support

- “Let’s get to the bottom of this together and see what we can do.”
- “I want you to know/remember that I am here to support you.”

ART Teach-back

Ask the patient to summarize:



“Can you tell me in your own words what we’ve decided on?”

“When you speak with your family member/friend, what will you tell them we discussed?”

Respond

“Sounds like a good summary.”

Tell additional points as needed.



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