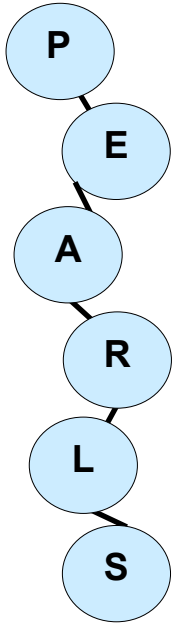


Respond with Empathy



Partnership

Let's work together on this.

Emotion

I can imagine how frustrating this is for you.

Apology

I'm sorry to hear how difficult this is.

Respect

I give you a lot of credit for getting through this as you have.

Legitimization

Most people in your position would feel this same way.

Support

I'm going to stick with you through this.

ART Loops

ASK the patient to summarize.

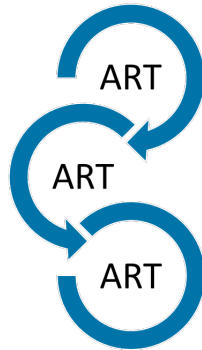
"I've spoken a lot: can you tell me in your own words what we've decided on?"

"When you speak with your family member or friend, what will you tell them we discussed?"

RESPOND

"Sounds like a good summary."

TELL additional points, as needed.



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Partnership Enhancement Program (PEP) Skills Card

Establish Trust

1

Create Rapport Quickly

*Greeting and introductions
Attend to comfort; "small talk before big talk"
Address communication barriers*

Elicit the List of All Items

Exhaustive "What else?"

Negotiate the Agenda

*Establish patient's/family's priorities
State your clinical goals
Negotiate a plan*

Create Open Dialogue

2

Open the Conversation

*Begin with an open-ended request/question
Listen attentively and (mostly) silently*

Explore Perspectives & Name Emotions

*Elicit ideas, impact, and expectations
Explore and name emotions*

Respond with Empathy

PEARLS: *Partnership, Emotion, Apology, Respect, Legitimization, Support*

Set Goals by Partnering

3

Share Information

*Orient patient to end of the encounter
Incorporate patient's perspective
Use plain language (no jargon)
Use **ART loops**: Ask, Respond, Tell*

Assess Understanding

Use Teach-Back to assess understanding

Close Visit

*Summarize & clarify next steps
Elicit additional questions
Close the visit/Acknowledge & support*

Expressing Empathy using HELP: Suggested phrases to build empathy

Use **HELP** as an effective way to link
PEARLS:

Hear – *Listen Actively*

Emotion – *Name It*

Legitimize – *Validate Experiences*

Partnership – *Offer It*

HEAR with active listening skills

Name Emotion

- So that makes you feel _____
(*stating again the feeling the patient said*).
- You seem _____
(*reading the emotion on the patient's face*).

Legitimize experiences

- I can see how you would feel that way.
- Anyone would be (confused, sad, irritated) by this situation.
- I think anyone in your situation would feel similarly.
- Lots of people feel that way.
- Anyone would feel that way.
- It makes sense that you feel that way.

Acknowledge Plight

- This has been a difficult time for you.
- You've got a lot on your plate right now.
- You've been through a lot.
- You weren't expecting this.
- That was tough.
- This struggle has impacted your whole life.
- I'm so glad you shared this with me.
- Thanks so much for sharing that with me.

Acknowledge Strength

- You have certainly worked hard on this.
- You show a lot of courage/resilience.
- You handled it well.
- It's obvious you've researched this problem well.
- I deeply respect the way in which you've faced these challenges.
- You have carefully considered your options.
- I can see that you've tried hard to take care of yourself.
- I respect that your family's well-being is your first concern.
- You have a strong will to live (in general or to see your child graduate, attend a child's wedding, etc.).

Partner with the person

- I want to help you get to the bottom of this and see what we can do.
- I want you to know/remember that I am here to support you.
- I want you to know that I am in this with you.
- Let's tackle this together.
- I'll stick with you through this.
- I'll be here when/if you need me.
- I think we can work together to make you feel better/find a solution/figure out what's going on.
- I want to help you with that
- I will do what I can to help you.
- You've got a good team working for you here and I know they'll do everything possible.
- Shall we brainstorm together?
- Let's see if I can add to your knowledge.
- I support your decision. How I can help you carry out your plan?