



1

Setting the Stage/ Setting the Agenda

Create rapport quickly

- Greeting and introductions
- Attend to comfort; “small talk before big talk”
- Acknowledge communication barriers



Elicit the LIST of All Items

- Exhaustive “What else?”

Negotiate the Agenda

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

2

Ideas & Expectations/ Responding to Emotions

Open the Conversation

- Open-ended question/request: “Tell me all about...”
- Listening



Explore Perspectives & Name Emotions

- Ask about ideas and expectations
- Explore and name emotions

Respond to Emotional Cues

- **PEARLS** (Partnership, Emotion, Apology, Respect, Legitimization, Support)

3

ART Loops & Teach-back

Share Information

- Orient patient to end of the encounter
- Incorporate patient’s perspective
- Use plain language



Assess Understanding

with ART loops:

- **ART** (Ask, Respond, Tell)

Summarize & Clarify

- Teach-back using **ART** (Ask, Respond, Tell)

Close the Visit

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

P

Partnership:

- Let’s work together on this.

E

Emotion:

- I imagine how frustrating this is for you.

A

Apology:

- I’m sorry I’m running late.

R

Respect:

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

L

Legitimization:

- Most people in your position would feel this same way.

S

Support:

- I’m going to stick with you through this.

A

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 / friend, what will you tell them we discussed?”*

R

Respond

- *“Sounds like a good summary.”*

T

Tell

- *“Tell additional points, as needed.”*

Non-Verbals Communication

Body

- Open posture
- Lean into patient
- Appropriate distance
- Appropriate touch
- Matching patient

Face

- Eye contact
- Appropriate smile
- Match patient affect
- Congruence w/ verbalized statement

Voice Tone

- Warm
- Friendly
- Comfortable
- Interest
- Helpful
- Congruent with verbal statement
- Pause
- Neutral Utterances (Continuers)