

CONNECTING WITH CARE

Staff Training – 4 hour instructor-led workshop

It is a well-established fact that a patient's medical experience is enhanced by effective, empathetic communication between the care giver and the patient.

The **CARE Model** is a reliable process for interacting with patients and their families that involves four stages –

- C**onnecting with the patient;
- A**sking questions to gain understanding;
- R**esponding appropriately; and
- E**nsuring understanding.

Appropriate empathetic communication enhances the effectiveness of the employee-patient relationship. Byproducts of this enhanced communication include improved health outcomes, better patient compliance, reduction in medical-legal risk, and improved satisfaction of clinicians and patients.

Empathetic communication is a powerful skill that is often misunderstood and under-used. Historically, empathetic communication was known as "bedside manner," a quality considered innate and impossible to acquire.

Recently, greater emphasis has been placed on empathy as a communication tool of substantial importance in the medical interview, and many experts now agree that empathy and empathetic communication are teachable, learnable skills.

Appropriate use of empathetic communication:

- facilitates the clinical interview
- increases the efficiency of gathering information
- honors the patient

WORKSHOP OUTCOMES

- Patients and their families will view staff as more collaborative and consultative – looking for a win-win solution
- Increased capability to build trust quickly with internal and external customer.
- Movement toward a family focused care model versus system centered model

The CARE model provides a shared easily understood framework for how staff members across your entire organization *connect with* and *engage* your patients, their families as well as one another. This model contributes directly to the building of trust between individuals.

WHAT'S COVERED

The CARE model is a reliable process for interacting with patients and their families that involves four stages – **C**onnecting with the patient; **A**sking questions to gain understanding; **R**esponding appropriately; and **E**nsuring understanding.

Connecting: Connecting is about how you treat them and create an initial bond with others. In this step, we deal with the following with specific skills:

- Welcoming / greeting
- Establishing rapport
- Building trust
- Providing assurance

Asking Questions: Effective questioning strategies ensure staff receive high quality information in a time efficient manner while fostering a more collaborative and consultative relationship with your patients.

Specific skills

- Closed versus open-ended questions and when to use each
- Listening skills
- Rapport building questions

Responding Appropriately: Once you have gained an understanding of the person's need, feelings, or perspective, you need to provide them with assurance and/or information as a means to help that person to stay calm, make decisions, and proceed in a positive manner.

Specific Skills

- Summarizing or paraphrasing to ensure your understanding
- Demonstrating empathetic responses
- Providing information – adapting communication style and level of detail
- Providing options
- Setting realistic expectations

Ensure Understanding / Agreement: People have greater trust in and are more agreeable to what they themselves say versus what they are told. Employees who know how to keep the customer engaged in decision making will create higher levels of trust and buy-in to solutions.

Specific Skills

- Encouraging questions to ensure clarity
- Involving other person in final decisions
- Testing for agreement
- Ending on a positive