

Patient Centred Care happens in moments – **small moments of human connection** - that make all the difference. **Within the first few seconds** of meeting us, patients and clients decide whether they can trust us. Patient Centred care is not always about taking more time – it’s about **making the most of the few moments we have**. Here are the **things the people we serve are asking for:**

## “Please respect me...”

Respect is not something we can pretend to show. Respect must be genuine and sincerely offered. Exactly what it looks like depends on the context, but it involves seeing the person as a human being with their own values, beliefs, emotions and responses.

## “Please listen to me...”

Many problems can be solved more quickly, easily and safely, when we make sure we have heard what patients are telling us correctly and completely. Good listening is not passive hearing, but actively seeking to understand.

## “Please don’t confuse me...”

Even when we communicate clearly with patients and clients, we may have trouble clearly communicating with each other about patient care. The result can be very confusing for patients and families. Our miscommunication and poor information sharing can sometimes be dangerous!

## “Please involve me in my care...”

We are visitors in patients’ lives and we must remember that patients and families are the experts when it comes to what they feel, what they perceive about our care and how care decisions will affect their lives.

This PFCC tool adapted for Primary Health Care from AHS Engagement & Patient Experience.  
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Frankel, R., & Stein, T. (1999). Getting the most out of the clinical encounter: The four habits model.  
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See reverse  
for some  
things you can  
try today



# Engagement Tips to Try Today

*"People may forget what you say,  
but they never forget how you made them feel."  
- Maya Angelou*

## **"Please listen to me..."**

Listen for physical comfort: *"It hurts when..."*

Listen for ideas: *"I think I should..."*

Listen for feelings: *"I got frustrated when..."*

Listen for values: *"It is important to me that..."*

Listen for experiences with system: *"The other nurse said that..."*

Paraphrase what you heard and ask: *"Is that right?"*

Use small encouragers – nod and say *"Yes. Tell me more..."*

Use attentive listening as a way to calm people...Breathe.

Relax the muscles in your face and shoulders. Try leaning your head slightly to one side when listening.

## **"Please respect me..."**

Offer welcoming words and a smile.

Offer a friendly sincere voice.

Turn your body toward your patient.

Introduce yourself and explain your role.

Use formal names and repeat them often.

Let patients who are waiting know they are not forgotten.

Let patients know what to expect (what, how, why).

Offer patients and families choices wherever you can.

## **"Please don't confuse me..."**

Given that information about changing health status can be overwhelming, offer repeated explanations and opportunities to pose questions. Consider asking:

*"Who would you like with you when we are talking about your health?"*

*"Are we giving you too much (or not enough) information?"*

*"What are you concerned about?"*

*"Just to make sure we are on the same page...can you tell me how you would explain your treatment or procedure to a friend?"*

## **"Please involve me in my care..."**

Consider asking :

*"What do I need to know about you to take the best care of you that I can?"*

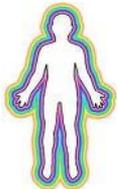
*"Who would you like to have here to support you?"*

*"What matters to you?"*

*"What is your greatest hope? Your greatest fear?"*

*"Is there anything else you need to help you decide?"*

*"Is there anything at all that could have gone better today in the care you experienced?"*



**The Magic of Body Language:** Research shows that over half of the verbal message you send is communicated through your body; and it turns out your body is pretty honest about how you are feeling! What is interesting is that if you change your body language what you are feeling will often shift to align with what your body is doing! *Try it now...smile sincerely to yourself and you may find your mood a little brighter!*