

Domains	Suggested Behaviors	Tools & Techniques
1. Hi (Entering)	<input type="checkbox"/> Knock before entering. <input type="checkbox"/> Pause for three seconds before entering; take a deep breath.	While pausing, say to self, “Just like me, this patient _____.” (e.g. “is scared” or “is a parent”).
2. Familiarize (Identifying)	<input type="checkbox"/> Introduce yourself; have team members introduce themselves; and, share everyone’s roles. <input type="checkbox"/> Ask the patient how he/she would like to be addressed. <input type="checkbox"/> Have other people in the room identify themselves and how they are related to the patient.	Use a Faces Sheet to help identify team members and their roles (and post it in the patient’s room for easy reference).
3. Interact (Connecting)	<input type="checkbox"/> Connect with the patient as a person. <input type="checkbox"/> Invite the patient into the conversation by asking open-ended questions.	<p>Be at the patient’s eye-level, if possible.</p> <p>Ask about a personal item in the room, such as a picture of a family member or of a pet.</p> <p>Ask about upcoming plans for when the patient leaves hospital.</p>
4. Voice (Discussing)	<input type="checkbox"/> Set an agenda with the patient. <input type="checkbox"/> Engage the patient (and loved ones) to discuss the situation and to determine the plan of care. <input type="checkbox"/> Acknowledge and affirm the patient’s efforts, experiences, suffering, and emotions.	<p>Use plain, simple language.</p> <p>Ask, “What’s your understanding of your situation?”</p> <p>Write on a whiteboard to share information, explain medical concepts, and list plans / goals.</p> <p>State, “You ask good questions.”</p> <p>State, “It sounds like you’ve been through a lot.”</p>
5. Exit (Concluding)	<input type="checkbox"/> Ask the patient (and loved ones) to summarize the plan. <input type="checkbox"/> Establish shared expectations for what will happen between now and the next encounter. <input type="checkbox"/> Establish a way for the patient to record thoughts and concerns to share at the next encounter.	<p>Use Ask-Tell-Ask or Teach Back methods to assess patient’s (and loved ones’) understanding.</p> <p>Ask “Anything else?” or “What questions do you have?” before you leave the room.</p> <p>Invite the patient to record (on whiteboard / notebook / iPad) questions, thoughts, feelings, and concerns.</p>