

# 4 E's of Communication for Every Provider-Patient Interaction

## Engage

Invite patients to share their medical story. Ask open-ended questions. Find out what matters most to the patient.



**E E**  
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Forge a health partnership by collaborating with patients to make care decisions. Seek agreement on treatment plans and monitor progress.

## Enlist



Show patients that you see and hear them. Accept their values and feelings even if they are different from your own.

## Empathize



Ask patients what they know and want to know. Answer their questions. Provide written information. Ask patients questions to confirm their understanding.

## Educate

## Source

Keller VF, Carroll JG. A new model for physician-patient communication. *Patient Educ Couns* 1994 Jun;23(2):131-40. PubMed: <https://www.ncbi.nlm.nih.gov/pubmed/21207912> doi: 10.1016/0738-3991(94)90051-5

## ECRI Institute Resources

Communication and Patient Safety: <https://www.ecri.org/components/PPRM/Pages/OA3.aspx>

Culturally and Linguistically Competent Care: <https://www.ecri.org/components/PPRM/Pages/RS3.aspx>

## Recommended Resources

### **Engage**

Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families (Agency for Healthcare Research and Quality): <https://www.ahrq.gov/patient-safety/reports/engage.html>

'What Matters to You?' Day Is Tuesday: 5 Things to Know about the Patient Engagement-Focused Day (Becker's Hospital Review): <https://www.beckershospitalreview.com/patient-engagement/what-matters-to-you-day-is-tuesday-5-things-to-know-about-the-patient-engagement-focused-day.html>

### **Empathize**

Empathy: Exploring the Human Connection (Cleveland Clinic): <https://health.clevelandclinic.org/empathy-exploring-human-connection-video/>

Tips for Communicating with Empathy: <https://www.the-hospitalist.org/hospitalist/article/121556/tips-communicating-empathy>

Addressing Biases in Patient Care with the 5Rs of Cultural Humility, a Clinician Coaching Tool: <https://link.springer.com/article/10.1007/s11606-018-4814-y>

An Ally's Guide to Terminology: Talking about LGBT People & Equality (Gay & Lesbian Alliance Against Defamation/GLAAD): <https://www.glaad.org/files/allys-guide-to-terminology.pdf>

Culture & Health Literacy (Centers for Disease Control and Prevention): <https://www.cdc.gov/healthliteracy/culture.html>

### **Educate**

"Ask Tell Ask" Sample Curriculum (UCSF Center for Excellence in Primary Care): [https://cepc.ucsf.edu/sites/cepc.ucsf.edu/files/Curriculum\\_sample\\_14-0602.pdf](https://cepc.ucsf.edu/sites/cepc.ucsf.edu/files/Curriculum_sample_14-0602.pdf)

Health Literacy Universal Precautions Toolkit, 2nd ed.: Use the Teach-Back Method: Tool #5 (Agency for Healthcare Research and Quality): <https://www.ahrq.gov/health-literacy/quality-resources/tools/literacy-toolkit/healthlitoolkit2-tool5.html>

Family Practice Management Toolbox—Patient Handouts (American Academy of Family Physicians): <https://www.aafp.org/fpm/toolBox/viewToolType.htm?toolTypeId=22>

### **Enlist**

Advancing the Practice of Patient- and Family-Centered Care in Primary Care and Other Ambulatory Settings (Institute for Patient- and Family-Centered Care): <https://www.ipfcc.org/resources/GettingStarted-AmbulatoryCare.pdf>

Patient Engagement and Safety (Agency for Healthcare Research and Quality): <https://psnet.ahrq.gov/primer/patient-engagement-and-safety>

Speak Up™ About Your Care (Joint Commission): <https://www.jointcommission.org/-/media/tjc/documents/resources/speak-up/speak-ups/about-your-care/speak-up-about-your-care-infographic-2019-85x11.pdf>