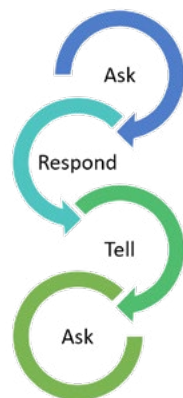




Heartland Huddle

Relationship-centered Care

Using A.R.T. for Relationship-Centered Communication



- **ASK** for the other's perspective (Give time to answer and don't interrupt). "We need to develop a dialysis plan. What do you know about kidney dialysis?"
- **RESPOND** with empathy (See PEARLS below). "In-center dialysis does require three visits per week and it can be challenging to manage. We want to support you and will work together to find a plan."
- **TELL** your perspective. "It will be important that you attend all sessions, and not skip any treatments."
- **ASK** "What are the things you think may keep you from getting to treatment?"

The A.R.T. of Relationship-centered Care

Good communication is essential to providing relationship-centered care (RCC).

RCC recognizes reciprocal influence between patients/staff; acknowledges the importance of affect and emotion on relationships; and emphasizes genuineness in relationships.

The A.R.T. (Ask-Respond-Tell) technique can help providers to effectively communicate and build their relationships to improve patient and staff satisfaction and outcomes.

Source: Academy of Communication in Healthcare

www.ACHonline.org and
www.CommunicationRX.org

ART Loops:

- Turns monologue into dialogue
- Elicit patient preferences, goals and barriers
- Ensures clarity and maximizes adherence

Use ART to Summarize and Clarify TEACHBACK

ASK: the patient to summarize. "I've spoken a lot: can you tell me in your own words what we've decided on? Or "When you speak with your family member, what will you tell them we discussed?"

RESPOND: "Sounds like a good summary."

TELL: additional points, as needed

Respond with Empathy

Partnership: "Let's work on this together."

Emotion: "You say you're frustrated."

Apology & Appreciation: "I'm sorry that I upset you."

Respect: "I give you a lot of credit for getting through this as you have."

Legitimization: "Most people in your position would feel this same way."

Support: "I'm going to stick with you through this."