



# Huddle Up

## Relationship-Centered Care

### Using ART 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 (use the PEARLS method 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 ART of Relationship-Centered Care

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

RCC recognizes:

- reciprocal influence between patients and staff
- acknowledges the importance of affect and emotion on relationships
- emphasizes genuineness in relationships

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

For more information, contact:  
ESRD Network 10: 800-456-6919  
ESRD Network 12: 816-880-9990

or visit [esrd.qsource.org](http://esrd.qsource.org)

### ART Loops:

- Turn monologue into dialogue
- Elicit patient preferences, goals and barriers
- Ensure clarity and maximize adherence

### Use ART to Summarize and Clarify Teach-Back

**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 Using PEARLS

**P**artnership: “Let’s work on this together.”

**E**motion: “You say you’re frustrated.”

**A**pology and Appreciation: “I’m sorry that I upset you.”

**R**espect: “I give you a lot of credit for getting through this as you have.”

**L**egitimization: “Most people in your position would feel this same way.”

**S**upport: “I’m going to stick with you through this.”