

## C-I-CARE 3.0: The Elevated Acronym

### KEY COMPONENTS

### STEPS FOR C-I-CARE

### WORDS THAT WORK

#### Connect

- Set yourself up for a smooth interaction by taking a mindful moment to become fully present.
- Take time to investigate if the other person will need aids, equipment, and/or interpreter services to communicate and arrange access if necessary.
- Greet others warmly by using their correct name and pronouns. If you're not sure, ask them.

*"Hello, welcome to the Pain Clinic. Before we get started, what would you like me to call you today?"*

#### Introduce

- Introduce yourself by stating your name, pronouns, role, and intention for the interaction.
- Allow the other person to do the same for themselves and any others who are with them.
- Repeat back their name & priorities for the interaction to confirm your understanding.

*"I'm Thanh. I use they/them pronouns and will be taking notes. How else can I support you today?"*

#### Communicate

- Effective communication is dependent on how effectively we listen. Allow the other person to fully express themselves. Use the language they choose when referring to themselves, their emotions, or their conditions.
- Use precise language by using universally understood terms and by removing terms that can undermine our intent (terms rooted in violence or making light of health conditions)

*"Team, let's avoid using terms like 'I was blind to that' or 'shoot me an email' to make sure we're using more precise language."*

#### Ask

- Ask the other person to summarize their understanding of the conversation and provide additional information that may be missed.
- Use empathetic, clarifying questions to understand concerns expressed by them/felt by you.

*"I hear that you're uncomfortable and that's not what we want. Can you tell me more?"*

#### Respond

- Deliberately act on the need you heard by matching their sense of urgency.
- If you make a mistake, respond with an apology, and move on to correction without over-explaining or defending yourself.

*"Sorry, I used an out-of-date term earlier. I wanted to acknowledge that, and I'll be more thoughtful."*

#### Exit

- Summarize the key information, next steps, timeline, and your contact information.
- Ask a final time "How else can I be of service to you before I leave?"
- Relay key information learned about the person to the next team in line to support.

*"Reshma, I just finished up with my patient, Rodney who needs assistance in walking. He prefers to use his left hand for his cane."*

## C-I-CARE 3.0: Truly Seeing and Serving Others

### KEY COMPONENTS

### STEPS FOR C-I-CARE

### WORDS THAT WORK

#### Cultivate Curiosity

- Events shape how we see the world. Give yourself time to ponder how your experiences have shaped who you are.
- Genuine curiosity opens the door to share different points of view and invites new understanding. Be actively interested in hearing about another person's story and focus on the answers they possess.
- To avoid making others uncomfortable, refrain from asking questions about information that hasn't been shared with you. Instead, conduct your own research to fill in any gaps in your knowledge.

*"Hey James. You mentioned you worked at the local sandwich shop in high school. What was that like?"*

*"Yeah, I loved and hated it. I needed to work to help my family so I couldn't join things like the baseball team, but I did learn how to manage my money young which was nice."*

#### Listen to Stories

- Approach each patient encounter with an open mind and a willingness to learn about the patient as a whole person, not just as a medical case.
- Allow for a human connection when collaborating with colleagues.
- Work to understand how others think, feel, and behave by seeking stories from them.
- Allow the person to speak uninterrupted while you listen attentively and non-judgmentally to what they are saying.

*"Mr. Wang, it's been a while since I've seen you. What have you been up to?"*

*"I was able to visit my family in Thailand for the Songkran Festival. It was nice to come back with a fresh start and refreshed spirit."*

*"That's wonderful. I'd love to hear more while I take your vitals."*

#### Deliberately Serve Others

- Interact deliberately with unfamiliar environments and communities to allow yourself to see another side of the world you may not otherwise be exposed to.
- Volunteer for new projects or challenges that will give you the chance to learn from and better serve different populations.
- Decide on one practice you will adopt that will allow you to start learning more from other people's stories.

*"Hey Martha, I started asking each of my patients what they do for work, and it was so fascinating!"*

*"IC, I was wondering if I could join the team designing the EPIC changes to gather better demographic details about our patients. I think it would be really educational for me."*



STANFORD HEALTHCARE  
PHYSICIAN PARTNERSHIP PROGRAM,  
PATIENT EXPERIENCE

# Advancing Communication Excellence at Stanford (ACES)

A Clinician Communication Leadership Workshop



**Stanford**  
HEALTH CARE  
STANFORD MEDICINE

## What is ACES?

The Stanford Health Care Physician Partnership Program invites you to participate in ACES, a foundational workshop designed to help clinicians advance their communication skills with patients, families, and colleagues. Developed in partnership with the Academy of Communication in Healthcare (ACH), ACES is a one-day relationship-centered communication course facilitated by ACH-Stanford certified faculty/staff. This workshop focuses on developing effective, empathic communication skills, and promises significant payoff in your patients' experience and your professional satisfaction. Ultimately, this workshop will yield increased joy in your practice, decreased burnout, and enhanced relationships with patients, families and colleagues.

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## Evidence

This ACH-inspired communication model has been adopted by leading healthcare organizations around the country. Many have reported several improvements in patient experience and provider wellness metrics.

### Stanford Health Care

- Statistically significant improvement in patient experience; 16% more likely to achieve top box score

### Cleveland Clinic

- Improved patient experience: significant gains in CGCAHPS scores, & HCAHPS Respect scores
- Improved clinician experience: increased empathy on the Jefferson scale, & decreased burnout on the Maslach Burnout Inventory

### Mayo Clinic, Phoenix

- Patient complaints decreased by 18%
- Experienced a significant improvement in surveyed perceptions of service excellence

## How to Register

Email: [physiciancoach@stanfordhealthcare.org](mailto:physiciancoach@stanfordhealthcare.org)

## ACES Workshop Details

We know your time is precious. Thus, ACES has taken what was once a 10-week course, and condensed it into an immersive, skill-building workshop, using only evidence-based content specific to clinicians.

- 8-hour workshop at no cost to participants
- Participants receive 7.0 CME Credit Hours
- 1:6 ratio of facilitators to participants
- Open to Physicians (Attendings & Trainees), Nurse Practitioners, and Physician Assistants
- Workshops located at or near the Stanford University campus

## ACES Content Overview

ACES Workshops focus on developing 3 critical skillsets:

- **Skill Set 1: Beginning the Encounter**
  - Create rapport quickly
  - Elicit the list of all concerns
  - Negotiate the agenda
- **Skill Set 2: Relationship-Centered Encounters**
  - Open the conversation
  - Explore perspectives and name emotions
  - Respond to emotional cues
- **Skill Set 3: Ending the Encounter**
  - Share information
  - Address understanding
  - Summarize and clarify

To reserve your spot in ACES, email  
[physiciancoach@stanfordhealthcare.org](mailto:physiciancoach@stanfordhealthcare.org)  
for a registration link.

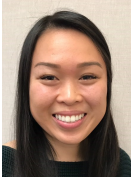
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