

See Me as a Person: Therapeutic Practices Clinician Core Competencies

State of mind: Compassion; empathy; interest in the person; focused attention; composure; humility; authenticity; listening to learn and understand; sense of shared humanity; safeguarding dignity, suspending judgment; commitment to teamwork.

Knowledge base: Purpose of the therapeutic relationship; human response to illness and trauma; self-awareness and mindfulness; neurobiology of human connection; ethics of caring

Attuning	Wondering	Following	Holding
<i>Attention, presence, mindful awareness “tuning in”</i>	<i>Curiosity, openness, humility, acceptance, suspends judgment</i>	<i>Focus, listening, patience, acting on what we learn</i>	<i>Devotion, creating a safe haven, compassion, trust, love, transitions</i>
<p>Tunes in to the energy in the room, including one’s own energy, proximity, and pace of communication.</p> <p>Connects with the patient and family with a focus on their state of being (physical, emotional, mental, and spiritual).</p> <p>Minimizes interruptions to care in order to give focused attention to the person</p> <p>Tunes into the patient’s family and/or people present who are important to the patient.</p> <p>Stays tuned in to the whole person even when doing technical aspects of care.</p> <p>Conveys openness and acceptance of the patient and family.</p> <p>Recognizes the potential for the electronic health record and other technology to interfere with the therapeutic connection and takes appropriate action to stay tuned in to the person.</p>	<p>Conveys a genuine interest in the person receiving care.</p> <p>Demonstrates an openness and desire to listen and learn from the patient and family.</p> <p>Stays open and curious to new data and information about the person.</p> <p>Asks open-ended questions to learn about the person’s perspective.</p> <p>Suspends own agenda, as appropriate, to learn about the person.</p> <p>Remembers that everyone has a unique history, culture, and backstory that will affect their interactions and responses to care.</p> <p>Avoids assumptions and consciously suspends judgments.</p> <p>Is aware of potential for personal bias.</p>	<p>Collaborates with the patient and family as involved partners in their care.</p> <p>Refrains from interrupting, correcting, or rushing to fix things before hearing the person’s perspective.</p> <p>Listens for what is learned about what matters most to the patient.</p> <p>Provides care that is consistent with what the patient and family say matters to them.</p> <p>Notices verbal and nonverbal cues indicating anxiety or distress and responds appropriately.</p> <p>Provides enough time and attention for the patient and family to share what is on their minds.</p> <p>Listens to and validates the person with empathetic sounds and intentional body language.</p> <p>Clarifies and seeks to resolve areas of concern or disagreement with the patient and/or family.</p> <p>Notices and responds to the person’s cues and/or expressed preferences re: proximity, eye contact, touch, preferred name, etc.</p>	<p>Demonstrates knowledge and technical proficiency in the provision of care.</p> <p>Conveys a fundamental regard for the dignity and privacy of all persons.</p> <p>Participates in and encourages consistent and visible teamwork on behalf of the patient.</p> <p>Provides information and support during times of transition to assure that patients know what is happening and what to expect next in their care.</p> <p>Uses the electronic health record and other technology to keep the patient and family informed and involved in their care.</p> <p>Recognizes anger as an expression of fear and takes action to alleviate distress.</p> <p>Remains a steady presence even in the face of strong emotions and crisis.</p> <p>Follows through on commitments to the patient and family.</p> <p>Includes patient and family preferences in the provision of care.</p> <p>Asks for help from other team members, when necessary, to meet patient and family needs.</p> <p>Offers help to other team members to meet patient and family needs.</p> <p>Communicates information about the patient and family to other members of the health care team in respectful terms and language.</p> <p>Avoids derogatory labels or descriptors about the patient and/or family that may bias team members.</p>

