



The Patient Whisperer

DEFINITION: A patient whisperer is a person who has the ability to relate to and connect to patients using **interpersonal communication skills** that include acceptance, honesty and integrity.

TRAITS AND QUALITIES OF A PATIENT WHISPERER

Withholds Judgment

Has Compassion

Insightful

Sensitive

Provides Positive Reinforcement

Empowers

Respects

Equal Partnership

Relationship Building

TOOLS & RESOURCES for Staff

- Dialysis Patient/Provider Conflict (DPC) Toolbox
- Healthcare Team Agreements/ Behavior Contracts
- Motivational Interviewing
- Coaching
- In-service Training Programs (Professionalism, Communication Techniques, Patient-centeredness)
- Call your local ESRD Network for consultation and resources

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