



The Patient Whisperer in Training: Compassionate Care for Challenging Situations

Goal 1. The participant will be able to respond in a helpful, compassionate manner to angry, frustrated patients.

Objective: The participant will be able to describe at least 4 qualities of a compassionate staff member (Patient Whisperer).

Content: Discuss the acronym WHISPERER and how to apply each attribute/technique to challenging situations.

Goal 2. The participant will be able to use appropriate educational tools to work with frustrated, challenging patients.

Objective: The participant will be able to identify two educational tools that can be used to de-escalate challenging situations.

Content: Discuss various tools available to facilities as well as how The Renal Network can be of assistance.