



## Patient Whisperer

A Patient Whisperer is a person who has the ability to **engage and empower** patients using interpersonal **communication skills** such as acceptance, honesty and integrity.

### TRAITS AND QUALITIES

Withholds Judgment

Has Compassion

Insightful

Sensitive

Provides Positive Reinforcement

Empowers

Respects

Equal Partnership

Relationship Building

### ENGAGE PATIENTS

Dynamic Partnership

Shared Accountability

Maintains Boundaries

Maintains Confidentiality

Teaches and Shares Information

Collaborates and Uses Consensus Building

### EMPOWER PATIENTS

Personal control

Responsibility

Initiative

Problem-solve

Self-management

Decision-making

### CHANGE OWN BEHAVIOR

Own their feelings

Own their behavior

Changes their behavior to change responses



## TOOLS & RESOURCES FOR STAFF

- Network web site: [www.therenalnetwork.org](http://www.therenalnetwork.org)
- Kidney Patient News Web site: [www.kidneypatientnews.org](http://www.kidneypatientnews.org)
- Assistance with facility concerns and involuntary discharges by contacting the Network Patient Services Coordinators at **317-257-8265**
- Assistance for patients with their concerns/grievances by contacting the Network Patient Services Coordinators at **800-456-6919 (Patient Line)**
- Facility Patient/Family Engagement Activities and Webinars
- Dialysis Patient/Provider Conflict (DPC) Toolbox
- Healthcare Team Agreements/ (Behavior Contracts)
- Motivational Interviewing
- Coaching
- In-service Training Programs (such as Professionalism, Communication Techniques, Patient-centeredness)

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The Patient Whisperer In Training