



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
- Kidney Patient News Web site: 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