



## 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**

**W**ithholds Judgment

**H**as Compassion

**I**nsightful

**S**ensitive

**P**rovides Positive Reinforcement

**E**mpowers

**R**espects

**E**qual Partnership

**R**elationship 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

Kathi Niccum, Ed.D  
Director of Patient Services  
The Renal Network