

## **Improving Communication**

*Dr. Mark Pettus, a New England Nephrologist and the son of two dialysis patients; has developed this helpful communication tool entitled - **Momentum Turning Questions**. These questions are specifically designed for use in the dialysis setting to enhance conversations between patients, families and all members of the therapeutic team. Think of these questions as suggested ways to approach all types of communication - from the everyday to the most difficult. As with any tool, you may change, add, or delete words or phrases to put it "in your own words." The ESRD Network of New England recommends this tool wholeheartedly - try it!*

### **MONMENTUM TURNING QUESTIONS**

**Can you say more about how you see things?**

**What information do you have that I don't?**

**How do you see it differently?**

**What impact have my actions had on you?**

**Were you reacting to something I did?**

**What would it mean to you if \_\_\_\_\_ happened?**

*Distributed by Network of New England*