



TOOL: Communicating with C A R E



Key Tip!

CARE is about consistent quality communication to improve service to our patients and to each other, ensuring improved relationships and health outcomes through exceptional communication experiences.

CARE is based on the Enhanced Four Habits model.

CARE is a mnemonic device to help you remember four important steps to use every time you communicate. We want our members/patients, and our colleagues, to feel valued, respected and cared for. Effective communication helps us to be better providers, co-workers, partners, patients, parents and more. As a sponsor you can use the CARE method with your co-leads, and encourage them to use it with their teams and member/patients.

C A R E	C A R E BEHAVIORS	FOUR HABITS
Connect	<ul style="list-style-type: none"> » Smile » Make eye contact » Choose the right attitude » Send the right body language signals » Wear your name badge » Acknowledge the person and anyone with them » Introduce yourself, role, relevant skills and background 	Invest in the Beginning
Ask	<ul style="list-style-type: none"> » Speak directly to the person, even when using an interpreter » Use short, open-ended questions to elicit their perspective, needs and requests » Listen attentively 	Draw out the Other's Perspective
Respond	<ul style="list-style-type: none"> » Use an appropriate tone of voice » Use words and phrases that demonstrate caring and understanding » Use body language that mirrors your empathetic words and phrases 	Demonstrate Empathy
Educate	<ul style="list-style-type: none"> » Explain what to expect, when it will occur and how long it should take » Involve members in decision making when appropriate » Involve members in their care by explaining what is happening » Check for understanding by asking and answering questions » Prepare the member for next steps/handoffs » Say "Thank you, and is there anything else I can do for you?" 	Invest in the End

Source: National Service Quality kpnet.kp.org/grrm/service2/index.html (KP Intranet only)