

CLEAR Whole Person Care® GUIDE (for education, research and practice)

Outcomes, Behaviors, Values and Measurable Skills

CONNECT *Connect with God (spiritual core), self and others*

Outcome: BUILD TRUST

Behaviors	Values	Measurable Skills
Prepare self for connecting with others	Awareness	<ul style="list-style-type: none"> • Quietly reflect (spiritually) before interacting with others • Focus attention on experiencing and exhibiting inner calmness
Greet with kindness ¹	Compassion	<ul style="list-style-type: none"> • Greet others with kindness (words, gestures and eye contact) • Give full attention and show selfless concern for the well-being of others
Recognize and introduce	Dignity	<ul style="list-style-type: none"> • Introduce everyone present (including family, peers and colleagues) • Scan the environment for something unique or specific to reference
Explain purpose	Transparency	<ul style="list-style-type: none"> • Explain the purpose of the interaction • Clarify questions regarding purpose using understandable language
Time: Provide timeframe	Accountability	<ul style="list-style-type: none"> • Explain timeframe for the interaction • Correctly estimate time needed
Engage and invite response	Collaboration	<ul style="list-style-type: none"> • Invite response and engage others in mutual conversation • Exhibit openness to needs, concerns and emotions

LISTEN *Be fully present in a sacred time of sharing*

Outcome: DEVELOP UNDERSTANDING

Behaviors	Values	Measurable Skills
Show ability to listen without interrupting	Self-regulation	<ul style="list-style-type: none"> • Listen for one minute without interrupting • Refrain from multitasking for one minute and then explain if multitasking is needed after that (charting, procedure, etc.)
Be fully present and listen with the whole being	Presence	<ul style="list-style-type: none"> • Pay attention with an open and curious mind to present-moment experiences without “checking out” • Acknowledge hints regarding needs, concerns and emotions
Listen with openness and respect	Respect	<ul style="list-style-type: none"> • Treat the time as “sacred” (unique and valuable) • Create a safe place for conversation (treat information with respect)
Give appropriate verbal and non-verbal feedback	Understanding	<ul style="list-style-type: none"> • Repeat what is heard and correctly label emotions • Verbalize understanding of what is heard

¹ GRETE - refers to the values-based “CONNECT-GRETE patient communication model” developed by LLUH

EXPLORE *Invite whole person conversations*

Outcome: ENCOURAGE WHOLENESS

Behaviors	Values	Measurable Skills
Value the four dimensions of health as interconnected through the spiritual dimension (<i>physical, mental/emotional, social, spiritual</i>)	Discovery	<ul style="list-style-type: none"> Consider aspects of well-being beyond those presented (recognize presenting situation as only part of the story) Explore a variety of beliefs, values and practices (regardless of one's own) with openness and interest
Discern areas of disconnect within and between the four dimensions	Integrity	<ul style="list-style-type: none"> Exhibit ability to detect areas not in alignment with goals and well-being Show ability to identify the main concern(s) even if not presented as such
Consider the physical dimension of well-being	Health	<ul style="list-style-type: none"> Recognize presenting physical challenges Exhibit ability to assess unidentified past or current physical challenges
Consider the mental/emotional dimension of well-being	Resilience	<ul style="list-style-type: none"> Recognize cues that reflect both absence and presence of mental/emotional well-being Recognize the capacity for self-care and identify areas of resilience
Consider the social dimension of well-being	Community	<ul style="list-style-type: none"> Consider social determinants (economic and social conditions that influence health) Explore whether there is at least one healthy/supportive social connection
Consider the spiritual dimension of well-being	Spirituality	<ul style="list-style-type: none"> Exhibit ability to assess and address spiritual concern(s) Consider source(s) of strength, meaning and purpose
Consider lifestyle behaviors	Prevention	<ul style="list-style-type: none"> Consider presence of healthy lifestyle behaviors (exercise, diet, etc.) Consider presence of unhealthy lifestyle behaviors (smoking, substance abuse, etc.)
Consider high-risk behaviors	Stability	<ul style="list-style-type: none"> Recognize cues that are suggestive of high-risk behaviors Exhibit ability to assess risk and safety
Recognize and respect various types of diversity	Humility	<ul style="list-style-type: none"> Identify various areas of diversity and how they inform health practices, attitudes and needs (age, gender, sexual orientation, race, religion, socioeconomic status, culture, etc.) Exhibit ability to respectfully integrate identified diversity needs (appropriate touch, language translation, pronoun use, etc.)

ACKNOWLEDGE *Empathize and communicate understanding***Outcome: RECOGNIZE PERSPECTIVES**

Behaviors	Values	Measurable Skills
Treat others with empathy	Empathy	<ul style="list-style-type: none"> • Make reflective comments that exhibit warmth, comprehension, and compassion (imagine being “in the shoes” of the other) • Maintain appropriate boundaries (attach in healthy ways without losing self)
Validate without judging	Acceptance	<ul style="list-style-type: none"> • Verify meaning of what is said • Convey empathy for the situation and/or emotions without condoning or criticizing
Respond appropriately to pain in self and others	Authenticity	<ul style="list-style-type: none"> • Exhibit ability to identify pain with authenticity and healthy emotions (self and others) • Exhibit ability to manage own pain and pain of others
Recognize biases and limitations in self and others	Insight	<ul style="list-style-type: none"> • Acknowledge biases and limitations in self and others (and circumstances that lead to them) • Exhibit compassion toward biases and limitations while acknowledging need for growth (self and others)

RESPOND *Share resources that affirm strength and offer hope***Outcome: FACILITATE PROGRESS**

Behaviors	Values	Measurable Skills
Affirm and empower personal strengths	Potential	<ul style="list-style-type: none"> • Develop a plan that considers and integrates strengths • Encourage the use of identified strengths
Refer to professional resources	Teamwork	<ul style="list-style-type: none"> • Make referrals as needed • Utilize and integrate available resources
Offer hope that is realistic and appropriate	Hope	<ul style="list-style-type: none"> • Assess need for strengthening hope • Offer hope congruent with beliefs and practices (stories, prayer, comments)
Assess need for follow-up visit	Responsibility	<ul style="list-style-type: none"> • Accurately assess type and timeframe for follow-up • Follow through on the identified plan
Reflect together and privately	Reflection	<ul style="list-style-type: none"> • Reflect on (and show appreciation for) the interaction • Identify the importance of reflecting privately on the interaction