



## CLEAR WHOLE PERSON CARE® MODEL

In order to encourage compassionate encounters exemplified by the teaching and healing ministry of Jesus Christ, Loma Linda University Health (LLUH) has developed the CLEAR Whole Person Care® model to guide conversations that engage the whole person. The CLEAR Whole Person Care® model is based on the acronym CLEAR and has five components, not all of which will be used in every interaction. Each component of the model can be used in its simplest form or can be expanded and deepened in ways suggested by the italicized phrase beneath it.

### CLEAR Whole Person Care® Model

- C:** Connect  
*Connect with God (spiritual core), self and others*
- L:** Listen  
*Be fully present in a sacred time of sharing*
- E:** Explore  
*Invite whole person conversations*
- A:** Acknowledge  
*Empathize and communicate understanding*
- R:** Respond  
*Share resources that affirm strength and offer hope*

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## CLEAR WHOLE PERSON CARE® MODEL (expanded)

*Create an atmosphere of compassion exemplified by the teaching and healing ministry of Jesus Christ.*

- C: Connect** *Connect with God (spiritual core), self and others*
- Connect with:
    - God (*spend a quiet moment before interaction*)
    - Yourself (*attentive presence, aware of own thoughts/feelings/biases*)
    - Others (*patient, family members - "What gives you joy?" "What are you famous for?"*)
  - G – Greet with kindness
  - R – Recognize and introduce
  - E – Explain purpose
  - T – Time: Provide timeframe
  - E – Engage and invite response
- L: Listen** *Be fully present in a sacred time of sharing*
- Listen without interrupting for at least one minute
  - Listen with your whole being
- E: Explore** *Invite whole person conversations*
- Concern(s) (identify primary concerns)
  - Explore life dimensions (areas of connect and disconnect)
    - Physical
    - Mental/Emotional
    - Social/Relational
    - Spiritual
- LLUH Spiritual History
- S:** Sources of strength ("What gives you inner strength and support?")
- O:** Outlook on religion and beliefs ("What religion, faith group or belief shapes you most?")
- U:** Underlying life events ("What significant life events [gains or losses] do you want us to be aware of as we care for you?")
- L:** Links to care ("What religious practices or beliefs would you like us to consider as we care for you?")
- A: Acknowledge** *Empathize and communicate understanding*
- Care about the life and story (show empathy)
  - Validate the story and concern(s) (show that you have heard)
- R: Respond** *Share resources that affirm strength and offer hope*
- Affirm and empower personal resources (resources and strengths of the other person)
  - Refer to professional resources (treatment and referral)
  - Share responder resources (personal stories, prayer, etc.)
  - Reflect together and privately (on conversation, need for follow-up, and personal impact)

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