

PATIENT/CLIENT INTERVIEW AND WRITE-UP GUIDELINES AND COMPETENCY FORM INSTRUCTIONS

PATIENT/CLIENT INTERVIEW

The following guide is to be used for your patient/client interview. You may do this with another student and go in twos. Before choosing a patient/client, you may want to talk with your professor/preceptor. In the event that you cannot find a patient/client to interview, feel free to interview someone you know who has been through, or is currently experiencing, some sort of illness. However, do not do this in lieu of speaking to a patient/client if this is possible. Many patients/clients are happy to be interviewed. Given the climate of health care, the patient/client is often quite appreciative of an interview and the opportunity to share his/her story. Once you locate a person to interview, use the “opening” below (or something similar) to introduce yourself. Remember to conduct the conversation in a natural way. The interviewee is your teacher and you are there to learn from him/her. The following whole person care model (CLEAR WPC Model) has five areas. You are expected to engage in the areas that are appropriate for the interview. You do not need to ask all questions. The questions are only offered as examples. In doing the interview, the goal is to try to **connect** with the patient/client, **listen** to their story, **explore** four main areas to some degree (physical, mental, social and spiritual), **acknowledge** all statements and concerns as valid (although you might disagree with them), and **respond** with resources (including personal and professional). Developing these skills is essential for your work.

OPENING: My name is _____ and I am studying _____ here at Loma Linda University. For a learning experience I am encouraged to interview a person, listen to the story and learn from that person. In other words, you would be my teacher. Would you mind if I talked with you for a few minutes? (wait for the answer) “Tell me the story of ... (“your illness experience,” “what it’s been like to be on this illness journey”).

PATIENT/CLIENT INTERVIEW WRITE-UP GUIDELINES

1. In 1-2 pages write the *story* of your visit with the interviewee. Change all identifying factors. Do your write-up in a *story* form, including whatever aspects you would like to include, from how you felt to what you and/or the interviewee got from the visit. In what ways did you **connect** (or fail to connect)? Did you **listen** without interrupting (what tells you whether you listened well)? What areas of life did you **explore**? Did you explore the spiritual? Why? Why not? In what ways did you **acknowledge** what you heard? What was the **patient’s/client’s response**? In what ways did **you respond**? These are sample questions and could be included in the write-up. Include whatever content you want but write it as a story with a beginning and an end.

COMPETENCY FORM GUIDELINES

2. After your Patient/Client Interview, complete the CLEAR Whole Person Care® Model **Competency Form**. Turn in on CANVAS. You can do this easily: a) download the document, b) add “x” in the appropriate square for each item, c) save (as you would with any Word document), and d) upload to CANVAS.

CLEAR WHOLE PERSON CARE® MODEL INTRODUCTION

In order to encourage compassionate encounters exemplified by the teaching and healing ministry of Jesus Christ, Loma Linda University Health (LLUH) has developed a 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 intentionally with God, 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

SOUL SPIRITUAL HISTORY

Opening: Here at Loma Linda we believe in caring for the whole person and would like to know

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 issues/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?”)

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, self and others*

- Connect with:
 - God (spend a quiet moment before interaction)
 - Yourself (attentive presence, aware of own thoughts/feelings/biases)
 - Others (patient/client, family members - “What gives you joy?” “What are you famous for?”)
- **G** – Greet with kindness
- **R** – Recognize and introduce
- **E** – Explain purpose (for interaction)
- **T** – Time: Discuss
- **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 issues/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* resources and strengths of the other person)
- *Refer* to professional resources (treatment and referral)
- *Share* your (responder) resources (personal stories, prayer, etc.)
- *Reflect* together and privately (on conversation, need for follow-up, and personal impact)