

# Respectful Patient Encounters

A GUIDE USING THE  
TRIBUTE MODEL



**The TRIBUTE model provides a framework for healthcare professionals to ensure each patient encounter is respectful, empathetic, and centered entirely around the patient and their family.**



LET'S EXPLORE THE TRIBUTE MODEL.

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## TRUST

**FOCUS YOUR EFFORTS ON  
ESTABLISHING TRUST AND ACTIVE  
LISTENING.**

**BEGIN EACH ENCOUNTER BY WELCOMING PATIENTS AND  
FAMILIES TO THE FACILITY/DEPARTMENT/OFFICE.**

**WELCOME ALL FAMILY MEMBERS TO ATTEND  
APPOINTMENT/DISCUSSION WITH  
PATIENT'S PERMISSION.**

**ASK PATIENT/FAMILY'S GOAL.  
ASK ABOUT THEIR PREFERRED PRONOUNS.**

**WHEN TREATING A CULTURE OTHER THAN  
YOUR OWN, ASK ABOUT NORMS,  
PREFERENCES, ETC.  
PAY CLOSE ATTENTION TO THE  
PATIENT'S/FAMILY'S CONCERNS, OPINIONS,  
AND QUESTIONS.**

**Dr. Andrew Taylor Still  
emphasizes the  
importance of considering  
the whole person,  
including  
the patient's lived  
experience when providing  
care.**

**Building a strong and  
respectful relationship  
with patients and their  
families is crucial for  
effective healthcare  
delivery.**

**BE MINDFUL OF YOUR  
PATIENT AND THEIR FAMILY'S  
NONVERBAL  
COMMUNICATION.**

**BE AWARE OF OUR OWN  
NON-VERBAL  
LANGUAGE.**

**UTILIZE EFFECTIVE  
COMMUNICATION  
STRATEGIES FOR  
POSITIVE  
INTERACTIONS.**



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## RAPPORT

CREATE A COMFORTABLE AND WELCOMING ENVIRONMENT FOR THE PATIENT AND THEIR FAMILY.

USE OPEN BODY LANGUAGE, MAINTAIN EYE CONTACT, AND SHOW GENUINE INTEREST IN THE PATIENT'S WELL-BEING.

CULTURAL COMPETENCE - BE AWARE OF AND RESPECTFUL TOWARDS THE PATIENT'S/FAMILY'S CULTURAL BACKGROUND.

ASK ABOUT THE PATIENT'S PREFERENCES AND INCORPORATE CULTURAL CONSIDERATIONS INTO THEIR TREATMENT PLAN.



# I

## INFORMATION SHARING

**CLEAR, OPEN AND HONEST COMMUNICATION IS OF VITAL IMPORTANCE.**

**USE CLEAR, CONCISE LANGUAGE TO EXPLAIN MEDICAL INFORMATION, TREATMENT OPTIONS AND RECOMMENDATIONS.**

**ENSURE THE PATIENT UNDERSTANDS AND HAS THE OPPORTUNITY TO ASK QUESTIONS.**

**PROVIDE INFORMATION IN WRITING.**

**OBTAIN INFORMED CONSENT FOR PROCEDURES, TREATMENTS, INTERVENTIONS, ETC.**

**CLEARLY EXPRESS RISKS, BENEFITS, AND ALTERNATIVES.**



**B**

## **BENEFICENCE**

**PROMOTE THE WELL-BEING AND BEST INTERESTS OF OUR PATIENTS.**

**TAILOR TREATMENT PLANS THAT ALIGN WITH THE PATIENT'S VALUES, PREFERENCES, AND GOALS.**

**INVOLVE THE PATIENT/FAMILY IN THE DECISION-MAKING PROCESS.**

**PROMOTE ACTIONS THAT CONTRIBUTE TO THE PATIENT'S PHYSICAL, EMOTIONAL, AND MENTAL WELL-BEING.**

**ESTABLISH REALISTIC GOALS.**

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## **UNDERSTANDING**

**DEMONSTRATE EMPATHY BY UTILIZING ACTIVE LISTENING TO UNDERSTAND YOUR PATIENTS' GOALS, EMOTIONS, AND CONCERNS.**

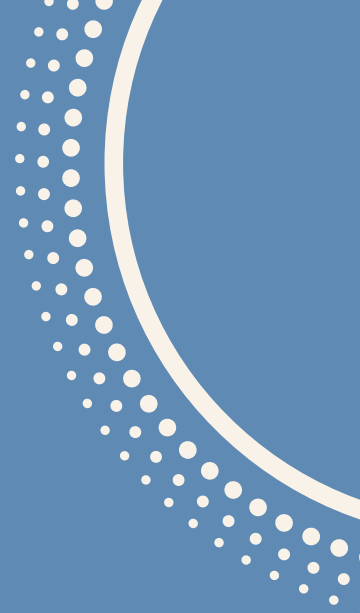
**EDUCATE IN A WAY THAT MOTIVATES AND EMPOWERS THE PATIENT.**

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## **TRANSPARENCY**

**PROMOTE TRANSPARENCY BY BEING  
HONEST ABOUT THE PATIENT'S  
CONDITION,  
OPTIONS, AND ANY LIMITATIONS.**

**PROTECT THE PATIENT'S PRIVACY BY  
ENSURING CONFIDENTIALITY.**



# **E** EMPOWERMENT

**FOCUS ON SHARED DECISION-  
MAKING**

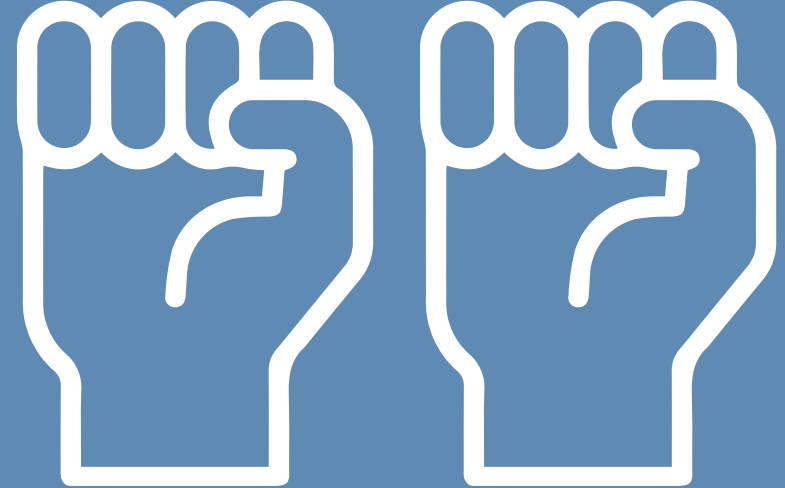
**INVOLVE THE PATIENT/FAMILY  
IN ALL CHOICES REGARDING  
THEIR CARE.**

**OFFER SUPPORT IN MAKING  
INFORMED DECISIONS.**

**PROVIDE RESOURCES AND  
INFORMATION THAT MOTIVATE  
AND EMPOWER THE PATIENT TO  
ACTIVELY PARTICIPATE IN THEIR  
HEALTHCARE JOURNEY.**

**BE AVAILABLE TO SUPPORT THE  
PATIENT AND FAMILY.**

**KNOW YOUR COMMUNITY AND  
ESTABLISH A NETWORK OF  
REFERRAL RESOURCES.**





*THANK YOU!*

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