

Job Aid

Models for Promoting Culturally Competent Patient-Provider Communication

Kleinman's Nine Questions Model

Kleinman's Nine Questions, developed by Dr. Arthur Kleinman, is a tool consisting of questions used to bring out a patient's health beliefs. The questions are:

- ❖ What do you call your problem? What name does it have?
- ❖ What do you think caused your problem?
- ❖ Why do you think it started when it did?
- ❖ What does your sickness do to you? How does it work?
- ❖ How severe is it? Will it have a short or long course?
- ❖ What do you fear most about your disorder?
- ❖ What are the chief problems that your sickness has caused for you?
- ❖ What kind of treatment do you think you should receive?
- ❖ What are the most important results you hope to receive from the treatment?



The content for this material was excerpted from the U.S. Department of Health and Human Services, Office of Minority Health. *A Physician's Practical Guide to Culturally Competent Care*. Available at:
<https://cccm.thinkculturalhealth.org/default.asp>