

Job Aid

Models for Promoting Culturally Competent Patient-Provider Communication

BATHE Model

B—Background
A—Affect
T—Trouble
H—Handling
E—Empathy

CRASH Model

C—Consider culture
R—Respect
A—Assess and affirm
S—Sensitivity and self-awareness
H—Humility

ESFT Model

E—Explanatory model of health and illness
S—Social and environmental factors
F—Fears and concerns
T—Therapeutic contracting

ETHNIC Model

E—Explanation
T—Treatment
H—Healers
N—Negotiation
I—Intervention
C—Collaboration

Kleinman's Nine Questions

- ◆ 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?

LEARN Model

L—Listen
E—Explain
A—Acknowledge
R—Recommend
N—Negotiate

Resource: Excerpt from the U.S. Department of Health and Human Services, Office of Minority Health. *A Physician's Practical Guide to Culturally Competent Care*.