

Essential Professional Conversations (EPCs) Pocket Card

Front View

**Essential Professional Conversations
For Seamless Care**

Conversation Starters:

- What is one thing the person with stroke would like their next HCP to know about them?
- What information will help the next HCP know the person before they arrive?
- What useful information about the person with stroke do I need to highlight?
- What can I share with the next HCP that will make this transition seamless?
- What can I share with the next HCP that will optimize this person's care?
- What useful information might the next HCP need to know about my work?
- What information would I like to know about the next HCP's work?

TICC, Knowing Each Other's Work Team, March 2012
Informed by Tregunno Report, 2009

Back View

Judge Questions	Appreciative Inquiry Questions
What's wrong?	What works? What is possible?
Who is to blame?	What am I responsible for? What can I do?
How can I prove I am right?	What are the facts? What can I learn about their perspective?
How can I protect my turf?	How can I learn more about someone else's work?
How can I be in control?	What are my choices? What could collaboration look like?
How could I lose? How could I get hurt?	What is useful? What can I learn?
Why is that person frustrating me?	What does this person need/feel/want?

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