

Essential Professional Conversations (EPCs) Tip Sheet

Key Elements for EPCs:

- Brief (~5 minutes) dialogue between the same professions who directly provide care is encouraged.
- Focus on providing information and collaborative learning to support continuation of patient goals.
- Usually conducted 1:1 but could happen with more than one health care provider (HCP) from either site.
- A focus on what matters most to the patient and his/her family, what information is most valuable to the HCP, and how we can collaborate to improve our care delivery.

Approach for EPCs:

- As you start your EPC with the HCP at the other site:
 1. **Share what matters most about the patient and his/her family.**
 2. **Integrate the patient's goals within EPCs as possible.**
 3. **Ask what is most valuable for the HCP to know about the patient and his/her family right now.**
 4. **Ask what additional information the HCP would like to know about the patient and his/her family.**
- Refer to the double-sided **EPC Pocket Card** prior to and during your EPC conversation to ensure that your questions are person-centered and appreciative.
- Go back to your team and patient/family member to relay any relevant info that will advance the patient's care and experience.