Models for Promoting Culturally Competent Patient-Provider Communication

LEARN Model

The LEARN Model provides a framework of listening, explaining, acknowledging, recommending, and negotiating. LEARN stands for:

L—Listen with sympathy and understanding to the patient’s perception of the problem
E—Explain your perceptions of the problem
A—Acknowledge and discuss the differences and similarities
R—Recommend treatment
N—Negotiate agreement

The content for this 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.hhs.gov/.