

Job Aid

## Models for Promoting Culturally Competent Patient-Provider Communication

### BATHE Model

The BATHE memory aid is used to represent the values that help create a framework for providing culturally competent health care. BATHE stands for:

**B—Background:** The simple question “What is going on in your life?” brings out the context of the patient’s visit.

**A—Affect:** Asking “How do you feel about what is going on?” or “What is your mood?” allows the patient to report and label the current feeling state.

**T—Trouble:** “What about the situation troubles you the most?” helps the provider and patient focus, and may bring out the symbolic significance of the illness or event.

**H—Handling:** “How are you handling that?” gives an assessment of functioning and provides direction for an intervention.

**E—Empathy:** “That must be very difficult for you” legitimizes the patient’s feelings and provides psychological support.



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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/>.