

Job Aid

Models for Promoting Culturally Competent Patient-Provider Communication

ESFT Model

The ESFT Model guides providers in understanding a patient's explanatory model (a patient's conception of his or her illness), social and environmental factors, fears, and concerns, and in contracting for therapeutic approaches. ESFT stands for:

E—Explanatory model of health and illness

- ◆ What do you think caused your problem?
- ◆ Why do you think it started when it did?
- ◆ How does it affect you?
- ◆ What worries you most?
- ◆ What kind of treatment do you think you should receive?

F—Fears and concerns

- ◆ Does this medication sound okay to you?
- ◆ Are you concerned about the dosage?
- ◆ Have you heard anything about this medication?
- ◆ Are you worried about the side effects?

S—Social and environmental factors

- ◆ How do you get your medications?
- ◆ Are they difficult to afford?
- ◆ Do you have time to pick them up?
- ◆ How quickly do you get them?
- ◆ Do you have help getting them if you need it?

T—Therapeutic contracting

- ◆ Do you understand how to take the medication?
- ◆ Can you tell me how you will take it?

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/>.