

## ACES: How to Acknowledge the Elephant in the Exam Room

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### Chapter 1 - Facilitator Presentation:

### Chapter 2 - Dr. Fox Introduction:

### Chapter 3 - Patient Interview:

### Chapter 4 - Full Patient Encounter:

**Chapter 5 - Introduction and Explanation of ACEs:** Broaching the topic of Adverse Childhood Experiences within the patient encounter, and making the connection between ACEs and adult health. (e.g. “Let’s think about all the different things that could be making you not be well now”, “stress from childhood experiences can show up later as illness in adulthood”, “childhood injuries that you thought had healed can continue to affect you into adulthood, and emotional trauma can work the same way”.)

### Clip 1:

### Clip 2:

Clip 3:

Clip 4:

**Chapter 6 - Empathy**: Exhibiting understanding of the patient’s emotional state from the patient’s perspective; making and holding eye contact, putting down chart/computer, letting patient speak for an appropriate amount of time without interruption, softening tone of voice (e.g. “I know it’s hard to think about these events again”, “that sounds really traumatic and stressful, those events are not easy to live with”, “I understand, it’s not easy to talk about this”).)

Clip 1:

Clip 2:

**Chapter 7 - Stigma Reduction**: Reducing isolation and shame by noting that the patient’s responses are normal reactions to challenging experiences. (e.g. “you’re not the only one”, “your experiences are not rare, many others have these kinds of experiences”, “your response to stress is a normal reaction to rough circumstances”).)

Clip 1:

Clip 2:

Clip 3:

**Chapter 8 - Shared Decision-Making:** Collaborating with the patient on planning the treatment process, taking into account the best scientific evidence available, as well as the patient's values and preferences. (e.g. "how do we want to go forward?", "we can work together as a team to plan your treatment", "what are your goals for treatment, and how can we get there?")

Clip 1:

Clip 2:

General Comments: