



Relationship Centered Health Care, LLC

April 13, 2019

Dear friends and colleagues,

Given our shared interest in improving the quality of relationships and culture in healthcare organizations, I thought you might be interested in the [article](#) on physicians' trust of one another that I wrote with Rich Frankel and Ginny Tilden. It was just published in JAMA as part of a series of articles about trust in healthcare more generally. The series grew out of a 2018 conference on trust sponsored by the American Board of Internal Medicine Foundation.

Our article suggests that disrespectful relationships between physicians is a common problem and adversely affects the quality of care, patients' experience of care and the well-being of physicians. We also offer some preliminary recommendations. I hope you enjoy it and would welcome your reactions.

The other articles in the series are also quite interesting, particularly [this one](#) on why physicians should put more trust in patients. It describes a critical shift in thinking that is necessary for clinicians to truly engage patients as partners in care, and puts me in mind of Ed Schein's book *Humble Inquiry*. (I'd also recommend Ed's newest and related book, *Humble Leadership*, coauthored by his son Peter.)

Happy reading, and happy spring!  
Warm regards,  
Tony



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