Each patient arrives with a chief complaint. Tribe reflects on this phenomenon, exploring how the process of eliciting information from patients helps us understand larger questions around empathy, communication, and performance. These strangers manage to connect in their encounters, and in the same way, patients and SPs can be surfaced by an effective line of inquiry. This process of eliciting information is a required component of the American medical licensing process. However, Tribe points out that “sometimes it takes the anomalies in the system to reveal the truth.”

While conducting research for this new project last spring, Tribe began to ask questions about how people handle the complexity of these individuals, their attitudes, and their emotional responses to bad news. As author Leslie Jamison, Tribe’s interest in the use of SPs dovetails with her ongoing recent project on communication and the understanding of language in its many forms. Tribe has observed that “sometimes it takes the anomalies in the system to reveal the truth.”

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