

# SAFETY COMMUNICATION

## CARES: Together Keeping Our Patients Safe

### ABOUT CARES



CARES was designed by our PRC Excellence Accelerator team to create highly reliable patient experiences of care through behaviors. CARES is built to be something simple to remember, realistic to train and teach, easy to execute across your organization.

Our team was purposeful in the way it was designed so that every time you think of CARES. If you forget everything else and just remember CARES, you will be in a mindset of compassion and will already deliver 90% of a great patient experience.

### CONFIDENCE

Projecting confidence is critical to provide patients with needed reassurance they are in excellent hands. Likewise, it is essential to build up patient's confidence to participate in their care.

- Use words like "Welcome" and introduce yourself and your role to everyone in the room.
- Explain how you are going to care for them
- Shake hands whenever appropriate. Smile
- Ask permission to sit down.
- Remember that words like "reassure, comfort, and concern" can do just that for a patient
- Remind the patient that they are the expert and we need their input to provide the safest care

### ANTICIPATE NEEDS

Take time to think about the emotional, clinical and safety needs; as well as the patient and family point of view/perspective. For instance, are they typically used to full mobility, but unable to get out of bed due to disorientation. Understanding the patient and family perspective is vital to anticipating and addressing needs. Set expectations early and often and explain what you are doing and why.



- Manage up your team and your unit: “We have a great team/department/service here and I want you to know we will take excellent care of you”

## RESPECTFUL COMMUNICATION

Chose words and body language that reflect genuine and positive compassion. Understand the impact of your words.

Share with your patient that keeping them safe is an important part of excellent care and then explain “Here are some of the things you will hear us say and do while you are in our care that will help ensure your safety.”

- **We will Always** check your name and date of birth and identification band prior to giving you a medication, a test or even your food tray because making sure we have the right patient every time is our priority.
- **We will Always** wash our hand before and after caring for you.
- **We will Always** verify allergies prior to administering a medication
- **We will Always** take time to describe the medications you are receiving, their purpose and side effects and potential interactions
- **We will Always** check on you during the day and night to ensure your comfort , see if you have questions or concerns and assist you to the bathroom for your safety

Enlist the patient. If at any time we are not always, we are counting in them to tell us.

## ENGAGE IN CARE AND PROCESS

When we engage patients in their care and process, they become active participants. More likely to speak up in the event of a safety concern, feel safer saying they don't understand or disagree and more likely to adhere to our recommendations.

- We will **Always** ask if what we taught/discussed/shared with you was easy to understand. This is because we talk about complicated medicines and procedures in healthcare. We need to make sure everything makes sense to you and you can fully participate in your care
- We will **Always** Narrate Our care which means telling you what we are going to do and why we are doing something.
- We will **Always** ask you to repeat or **Teach** Back important information to us and ask you to Talk Back and tell us to stop if you do not understand what we have said. This allows us to make certain you and/or your loved ones are confident with our plan of care

Before leaving a patient room **Always** ask, “what questions do you have?” rather than, “do you have any questions?”

**Encourage** questions by using words like “Great question, or important question glad you asked me about this.”

## SAY THANK YOU OR SAFE TRANSITION



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This is your last opportunity to express gratitude, leave a lasting positive impression and remind the patient of our commitment to safety and how we have worked diligently to provide the safest care. Always ensure a safe handoff to the oncoming staff, next step in the continuum of care (e.g., ICU to step down; ED to Inpatient, Clinic to Direct Admission) and help the patient prepare.

Say “thank you” or whatever words you are comfortable with like” I have enjoyed caring for you today” Remember people will remember how you made them **feel**, even more than what you said.

