



Observations from the Bedside

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Awareness

1. Self-Awareness

Do you have self-awareness of how you are perceived by your patients?

Are you aware of your non-verbal cues and the message they send?

Are you able to read non-verbal cues of your patients?

2. Adjusting to each patient's needs

Do you treat new patients differently? Are you able to adjust to their emotional needs, i.e. stress, fear, and worry?

3. Emotionally neutral

Are you able to stay neutral when a co-worker or patient becomes upset and makes it personal?

4. Leadership self-awareness

Do you practice self-awareness as you model the key behaviors you expect from your staff?

Communication

1. Practice using healing words with your patients

Your patient may be hanging on your every word as they seek hope in their treatment. Be aware of the words you use with each of your patients. Ask your friends, “What did people say to you during your illness that brought you hope?”

2. Eye contact with each patient

The patient is looking at you and seeing how engaged you are in their well-being and nothing shows that more than your undivided attention. Make the first 30 seconds with every patient matter by sitting beside them and giving them eye contact as you connect.

3. Gentle gestures

There is power in your touch. When your patient is feeling emotional, a gentle touch on the hand or arm can be reassuring and show them how much you truly care.

Best Practices

1. Improve your EQ

In your spare time, explore online resources, books, and assessments to improve your emotional intelligence. Successful people have high EQ.

2. Connect with each patient in the first 30 seconds

Our research shows that patients really connect when you get to know them personally.

3. Practice using healing words with your patients

Do your own research to find out what hopeful language sounds like. Be aware of the non-verbal response when you use hopeful language with your patients.

4. Recognize you are in an emotional business

You don't work at Disney or Ritz Carlton; you work in a healthcare setting with individuals facing life-threatening conditions. It is an emotional business that requires your kindness to help them navigate the unknown certainty of their future. I referred to this as SURVIVAL KINDNESS, because when your patients are vulnerable, they need your kindness to hold on.