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# INFUSION SERVICES

## Rapid Improvement Resource

### PATIENT PERSPECTIVE

When a patient comes in with a for infusion, what are their emotional, clinical and safety needs?

What are the current questions on your patient experience survey? Take the patient experience survey as if you were a typical patient

### PATIENT CENTERED COMMUNICATION INFUSION

Consistent and effective use of patient-centered communication will provide a framework for proactively meeting patients' needs. Additionally, narrating your care can help to improve quality outcomes, patient perceptions of care and satisfaction levels, and helps to create a calmer, more predictable atmosphere. So often our work is routine to us but completely foreign to patients and their loved ones.

### ABOUT CARES



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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

## CARES BEST PRACTICES

### Confidence

For both new and returning patients, it is important that they feel welcome, safe and in competent hands. Pay attention to visual, communication and environmental cues that build trust and confidence. Focus on a high impact welcome to reduce anxiety and help them understand that you are there for them. Always speak positively about your organization and the caliber of the care team

- "...I am here to...."
- "I have an update for you about...."
- "We will take excellent care of you and always strive to make sure we are taking the best care of you."

### Anticipate Needs

We need to make healthcare more predictable for our patients. By anticipating their emotional, clinical and safety needs, we can set expectations early and often.

- Narrate Care: What you will be doing and why
- How long will it take
- Anticipated wait time for visit
- Assess ongoing comfort needs
- Immediate next steps

### Respectful Communication

Patient perceptions of our communication are important drivers of the memories of their experiences of care. It is important that our words, tone of voice and body language reflect genuine interest and compassion.

- Actively listen for questions and concerns
- Sit down if possible
- Empathize with feelings

### Engage in Care and Process

Using patient friendly terms, narrate your care, answer questions, and use teach back to confirm understanding, summarize what the patient said



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- Answer questions
  - Address concerns
  - Check for understanding
  - Ask, “What questions do you have?”

### **Safe Transition or Say Thank You**

It is important for us to consider the opportunity to create an excellent last and lasting impression. Additionally, any time we can help the patient understand next steps, care team members they will encounter, etc will help the patient safely follow through on their plan of care and feel confident in their care.

- Offer additional support
- Provide information about next caregiver
- Say ‘Thank you’

