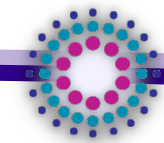


Doctor Communication

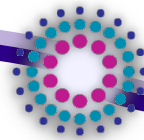
“ During this hospital stay, how often did doctors listen carefully to you? ”

COMMUNICATION



During Admission Rounding

“We know that part of excellent care means that we listen to you. Hearing your questions, ideas, and concerns is important to our staff in making sure we provide you with the safest care. If at any point in time, you feel we are not hearing you or you are not sure how to ask a question, can I count on you to speak up?”

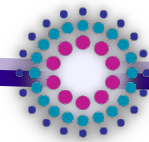


During Patient Rounding

“I want to make sure that you believe your physicians are paying attention to your unique needs and listening to you.”

“Is there anything that you need more information about?”

“Is there a physician that you believe needs to listen better to you?”



During Discharge Rounding

“During your stay, did you have any questions or concerns? Can you tell me some of our staff who were the best listeners?”

PROCESS

Actively Listen

- Listen carefully and actively to what customers have to say. Avoid interrupting people unnecessarily
- Ways to demonstrate active listening include paraphrasing, eye contact, keeping an open mind, minimizing distractions
- Interaction is more important than time actually spent; make patient the center of attention and ask open-ended questions
- Sit at the bedside to maximize eye contact
- Physicians who sit down during their visits are rated by patients as having spent more time than those who remain standing; two minutes sitting at the bedside is better than ten minutes standing in the doorway or fifteen minutes standing in the doorway with one's “hand on the doorknob”

Confirm Your Understanding of Patient Requests and Concerns

- Consider using teach back to ensure patients have full information and comprehension
- Use the CARES model for highly reliable patient experiences and ensure patients are active participants in their care

