

Nurse Communication

“ During this hospital stay, how often did nurses treat you with courtesy and respect? ”

COMMUNICATION



During Admission Rounding

“Our goal is to make sure you receive excellent care and that our entire team treats you with care and compassion.”

“I will round with you during your stay to make sure our team is consistently meeting your needs and will ask for your feedback.”



During Patient Rounding

“Tell me how our team is doing to care for you. Have our staff been caring and attentive to you?”

“Is your family being treated well?”



During Discharge Rounding

“We want to show our patients not only excellence but compassionate care as well. During your stay, have we met your needs?”

“Are there any staff members that I can recognize for caring for you while you were here?”

PROCESS

Bedside Shift Reports

- At shift change, the incoming and retiring primary nurses along with patient care techs should meet at each patient’s bedside to discuss (with the patient) the patient’s care requirements and any changes in condition, medication, activities, and patient goals. This is an excellent time to demonstrate to patients our commitment to working together as a care team, keeping them informed, and communicating with them in a way they understand

Be positive in all interactions with patients and family members

- Greet and acknowledge visitors in a pleasant and welcoming tone
- Acknowledge the patient by name. Ask what is important to them each day
- Introduce yourself to anyone who does not already know you or your role

Show Concern

- Show interest in the patient’s comfort. Take action (as appropriate) to ensure the patient is comfortable
- Spend time during the visit to connect with the patient as a human being. Chat with them about non-medical topics such as their children or job

Recover when service failures occur

- When customers - your patients - have had an unpleasant experience using CARES with sincerity can change their attitudes

