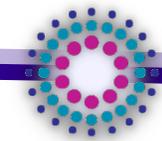


# Doctor Communication

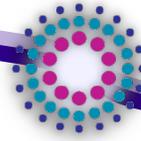
“ During this hospital stay, how often did doctors treat you with courtesy and respect? ”

## COMMUNICATION



### During Admission Rounding

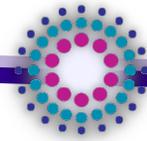
“Dr. Jones is excellent. We get many patient comments about the great quality of care he gives and the level of courtesy and respect he shows to his patients.”



### During Patient Rounding

“Tell me how our physician team is doing to care for you. Have our physicians 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?”

“Please let us know how your physician team did taking care of you.”

## PROCESS

### The Basics Work

- Be pleasant and smile when entering the patient’s room
- 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
- Greet visitors pleasantly and acknowledge their presence just as you acknowledge the patient
- Introduce yourself to anyone who does not already know you or your role
- Do not underestimate the comfort of a caring touch

### Manage Up the Physician

- Make it a non-negotiable that staff and leaders speak positively about physicians at all times with patients
- Coordinate information with physicians and other members of the care team; patient perceptions degrade if different providers/care givers give contradictory information

### Give Constant Development Around Patient-Centered Care

- Consider offering small workgroup sessions with physicians to practice patient-centered communication scenarios, educate them on HCAHPS, update the on what leaders are working on to improve HCAHPS
- Reward and recognize physicians for improvements and/or high performance in HCAHPS scores individually or as a specialty



PRC  
EXCELLENCE  
ACCELERATOR

POWERED BY:  
HEALTHCARE  
EXPERIENCE  
FOUNDATION