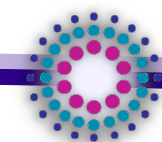


Nurse Communication

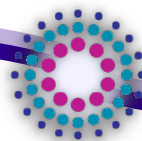
“ During this hospital stay, how often did nurses listen carefully to you? ”

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?”

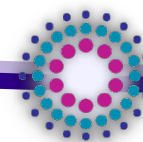


During Patient Rounding

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

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

“Is there anyone on our team that you feel 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, and minimizing distractions
- Interaction is more important than time actually spent. Make your patient the center of attention; ask open-ended questions
- Sit at the bedside to maximize eye contact

Confirm Your Understanding of Patient Requests and Concerns

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

Use Care Touchpoints to Gather Information

- While visiting patients 30 minutes to 1 hour before shift change, check to see if patients need bathroom assistance and use hourly rounding protocol; this simple step can help ensure patient comfort and safety (e.g., avoiding falls), as well as avoiding delayed assistance that could occur through shift change

