

PRC BEST PRACTICES

Courtesy and Respect/Friendliness

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTION

Courtesy and Respect: During this hospital stay, how often did nurses treat you with courtesy and respect?

Courtesy and Respect: During this hospital stay, how often did doctors treat you with courtesy and respect?

Response Options are:

Always Usually Sometimes Never

Courtesy and Friendliness: How would you rate the registration staff on their courtesy and friendliness?

Courtesy and Respect: During your most recent visit, did clerks and receptionists treat you with courtesy and respect?

Response Options are:

Excellent Very Good Good Fair Poor

IDEAS:

- Nurses should introduce themselves when entering a room.
- When any staff leaves a room, they should ask if there is anything else that can be done for the patient/family.
- Staff should identify themselves by name when answering the phone.
- Staff should make patients/guests at the desk a priority.
- If the patient is a child, nurses should give parents information on their child's plan of care every shift that the parent is present.
- Staff should monitor the noise level at the nursing station and remind each other to keep the level low.
- Staff should be empowered in service recovery.
- In the clinic setting, read the nursing assessment before entering the room so information can be verified rather than re-asking the same question.



- Acknowledge all in the room (family/guests) and involve them as appropriate.
- Make every effort to make sure the patient is not made to feel that their problems are minor or that they are a burden.
- Wash hands in front of the patient before examining him/her.
- Speak to the patient in layperson terms, as medical terms may not be understood and patients may be too embarrassed to ask for an explanation.

TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

THANK YOU FOR PARTNERING WITH PRC!

