

# PRC BEST PRACTICES

## Understanding and Caring

*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](mailto:info@prccustomresearch.com).*

### SURVEY QUESTION

**Staff Member's Understanding and Caring:** Overall, how would you rate the Understanding and Caring shown by the staff?

**Nurses' Understanding and Caring:** How would you rate the nurses' Understanding and Caring?

**Doctors' Understanding and Caring:** How would you rate the doctors' Understanding and Caring?

Response Options are:

Excellent    Very Good    Good    Fair    Poor

### IDEAS:

- Make note of the time a family is called for consult with the physician. Continuously check to make sure the family is kept waiting for the physician to arrive; keep the family updated with expected arrival time of the physician.
- Nurses and administrative staff should manage up the physician when interacting with the patient and family members.
- Develop a verbal process where nurses follow up with pre-op and post-op to make sure patient has full understanding of what is going to happen before, during, and after procedure. Any discrepancy alerts the provider immediately so any concern can be addressed.
- To avoid inconsistency in staff caring for the patients, concentrate on the same therapist team following a patient throughout their course of treatment.
- In the rehab setting, nurses and CNAs take turns going to the cafeteria to get food trays in order to ensure the patient receives a fresh, hot meal with ample time to enjoy it before therapy resumes.
- Every staff member of a unit should introduce himself/herself when entering a patient's room.
- All caregivers should ask patients what they would like to be called.
- Staff should make sure everything that is needed is within the patient's room before staff leaves.
- All staff should provide basic care to include that the room is neat and tidy.



- Don't assume the patient understands; communicate the unit's routines and processes.
- When a physician comes to the floor for rounding, he/she should be accompanied by a nurse so the nurse is able to reinforce the care the patient will receive.

**TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:**

Visit [www.prceasyview.com](http://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!**

