Our commitment to every patient and family is that we will:

- **Respect**
  - Their diversity of perspectives, beliefs, values and culture
- **Share**
  - Timely, complete, accurate and understandable information giving a full picture of all medical choices
- **Engage**
  - As they prefer and understand care choices belong to them
- **Partner**
  - On the delivery of care, policies, programs, and facility designs

### HCAHPS Survey Questions Related Directly to Doctors

**RATING SCALE = NEVER—SOMETIMES—USUALLY—ALWAYS**

1. During this hospital stay, how often did doctors treat you with courtesy and respect?
2. During this hospital stay, how often did doctors listen carefully to you?
3. During this hospital stay, how often did doctors explain things in a way you could understand?

### Satisfaction Survey Questions Related Directly to Physicians

**Rating Scale = VERY POOR—POOR—FAIR—GOOD—VERY GOOD**

1. Time physician(s) spent with you
2. Physicians’ concern for your questions and worries
3. How well physician(s) kept you informed
4. Friendliness/courtesy of physician(s)
5. Skill of physician(s)

### Tips for Physicians

- **HCAHPS** stands for “Hospital Consumer Assessment of Healthcare Providers and Systems.” It is part of a broad value-based purchasing initiative that will tie reimbursement to quality outcomes. It measures patient experience not patient satisfaction.
- Patients often don’t distinguish between clinical quality and compassionate, considerate care when they rate their physicians.
- **Be prepared.** What you know and don’t know when you enter the patient rooms establishes or undermines patient’s confidence in you.
- On subsequent visits show them you remember and are prepared. Scan the chart, decide on one question you can ask that shows memory of the medical history or something about them personally.

### Skills to Master

- First impressions—Smile, shake hands, introduce yourself. Tell patients about your training and the type of doctor you are.
- Find out the patient’s preferred name. Greet and acknowledge family members and visitors who are present.
- Sit at the patient’s bedside. Look as though you enjoy what you do.
- Allow the patient to speak without interruption for up to 2 minutes.
### Skills to Master (cont.)

- Paraphrase the information the patient has shared with you and make sure you understand what the patient’s primary concerns are. If it isn’t clear ask—“What is it that worries you most?”
- During the physical exam—explain what you are doing as you do it and review findings as you perform the exam.
- Clearly communicate the plan for treatment. Explain in simple terms and ask patient to repeat the plan to you. Do not use medical jargon.
- Listen to what the patient wants. Respect their care choices.
- Provide information about the timing and purpose of lab, radiology, or procedures. When can they expect results?
- Ask the patient if they have questions multiple times. Try asking “what questions do you have?”, rather than “Do you have any questions?”
- Make sure all team members know the plan to assure the patient does not receive inconsistent or conflicting information.
- Deliver news of a terminal illness or death or a loved one with compassion. (That moment will be one they will never forget.)
- Clearly communicate handoffs of care. Position your colleagues well to ease patient anxiety.
- Give patient/family clear plan for follow-up.
- Give the patient your business card or other information about how to reach you or your partners.

### AIDET Tool
**Fundamentals of Service Excellence**

**Wash your hands or use hand sanitizer when entering the room.**

**Acknowledge:** “You are important.” Make eye contact, shake hand, acknowledge everyone in the room, sit and ask a relationship-building question.

**Introduce:** “You are in good hands.” Introduce yourself, explain your specialty, years of experience, and what role you will play in the patient’s care. Manage up referral colleagues.

**Duration:** “I anticipate your concerns.” Tell the patient what to expect (i.e. how long the test, procedure, appointment or admission will take, and when to expect results).

**Explanation:** “I want you to be informed and comfortable.” Listen carefully to the patient’s story and use language the patient can understand when describing the treatment plan.

**Thank you:** “I appreciate the opportunity to care for you.” Thank patient for coming in, for choosing your clinic or our facility, or for waiting. Close the interaction by asking “What other questions do you have?”

**Wash hands or use hand sanitizer when leaving room.**

### Key Words at Key Times

Distracted, frightened or anxious patients need frequent simple explanations. **Key Words** help the patient connect the dots and improve the perception of care. Tell them why you do what you are doing. Use simple, user-friendly words.

- Would you like a blanket *(for your comfort)*
- I’m pulling the curtain *(for your privacy)*
- Would you like the door open or closed *(for your privacy or to control noise)*

### Hand Hygiene

Nothing is more important to prevent hospital acquired infections. Use key words to help the patient and family know that you are washing your hands. “I’m washing my hands *(for your safety)*.”

### Notepad

The notepads are a tool to create a dialogue and to help the patient be an active participant in their care. Remind the patient/family to use the notepad to write down any questions they have about their care. Ask the patient/family if they have written any questions down that they would like to ask you.

### White Board Communication

Use the whiteboard to make sure care providers are accurately identified, to note or review information about tests and treatments, the patient’s concerns, goals, and plan of care.

### Two Patient Identifiers

Correctly identify your patient by asking them to state their **full name and date of birth** prior to initiation of any treatment, procedure, or transport. For their **SAFETY** always compare the information they state to a written source. Never use a passive source such as “Are you Mrs. Smith?” The key to accurate patient identification is to understand that you must check, recheck, and check, again.

### Managing Up

Put yourself and your co-workers in a positive light.

- I see Dr. Jones referred you to me. We’ve worked together for many years. You are fortunate to have such an excellent doctor.”
- Dr. Smith will be on call this evening. He will take great care of you and keep me informed if there are any problems.
- The nurses on this unit provide excellent care to all of my patients. You are in good hands.

### When you need help . . .

**Interest:** Stop, Look and Listen

**Concern:** Identify & confirm issues

**Apologize:** No fault, no blame

**Respond:** Fix the issue

**Educate:** Tell others