

## KINDNESS FIRST

**K** - Knock on the door/ask permission to enter.

**I** - Introduce yourself and describe your role. [AND give them with written material such as an informational card AND make sure you are on the whiteboard.]

**N** - Always ask the patient some version of “What can I do for you/What do you need from me today?”

**D** - Keep the patient updated on when they will be discharged (and to where) so they can plan with family and be prepared to leave

**N** – Noise – set phone to vibrate and minimize TV, room, floor auditory distractions

**E** - Maintaining eye contact and not typing or looking at phone

**S** - Sit down rather than stand whenever able

**S** – Schedule – inform patient/family of your schedule as well as what is scheduled for them on this day

**F** - Respond to patient / family requests and questions in a timely manner – and keep family appropriately informed and updated

**I** - Allow the patient to speak their entire initial history without interruptions

**R** - Teachback – some respectful version of “Repeat back what I just told you”

**ST** – How to stay in touch rest of day – how to contact provider/team