



COMMUNICATION

Through our surveys, our patients are telling us that we need to improve on our communication skills.

In healthcare, communication failures can negatively affect patient outcomes. A study conducted by the Joint Commission found 80% of serious medical errors were the result of miscommunication between caregivers during patient handovers.

First things first Introduce Yourself

- Knock on the door and introduce yourself and Role / Title (Physician / NP / PA; "Hospitalist" team, Cardiology consultant) and write your name on the whiteboard.
- Leave informational card with your name / team and how to contact you.

LISTEN to what the patient/team member is telling/asking you

- Give the person your undivided attention, make eye contact & sit down if possible (Commit to Sit)
- If you must look at your computer/phone, explain that you are listening and just looking up information to help with the conversation

Fundamentals of Verbal Communication

- What is the preferred language of the person you are speaking to?
- Are you speaking loud enough?
- Ask patient what their concerns are.

Gauging the Person's Understanding

- Is the person asking appropriate questions? Are there non-verbal cues they don't understand?
- Use the Teach Back method - "Tell me what will happen tomorrow"

Before you go...

- Recap the patient's concerns that they have told you and the plan to address them.
- Ask if the patient has any questions before you leave.
- Let the patient know how to contact you.
- Communicate with the Team any pertinent changes.

