



Patient Experience

toolkit for providers



RESPONSIVENESS

Responsiveness has a direct impact on patient safety and experience.

Studies show that delayed care team response time to patients is associated with increased fall rates, increased patient injuries, lower quality scores, and decreased patient satisfaction.

How can we be more responsive to our patients?

Ways We All Can be Responsive

- Check messages frequently and respond so associates can address patient needs in a timely manner.
- Respond to patient/family questions in a timely manner.
- When appropriate, consider assigning a designated family member to communicate with.
- Specifically define who/when will get back to a patient regarding a question
 - i.e. Dr. Smith will see you in the morning with CT results.
 - You have a cardiac consult - they will be in later today or tomorrow.
- Keep the patient updated on when they will be discharged so they can plan with family and be prepared to leave.
- **Teachback**—“Tell me what will happen tomorrow.”
- Always ask the patient if they need anything/have further questions before you leave. This will reduce further calls.

