Connecting to Our Patients

Morning Webinar

Who We Are → Executive Team Welcome → **Connecting to Our Patients** → Our People, Our Greatest Differentiator → Technology Overview

Fairview

CONNECTING WITH CARE

…approaching the **planning**, **delivery** and **evaluation** of health care as a mutually beneficial partnership among health care providers, patients and families.

… means doing things **with** patients and families, not *to* or *for* them.

These standards apply to whomever we are interacting with including our patients, our customers and each other.

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- [Connecting with Care](#)

Fairview

Connecting with Care

Set the Stage
I will create a warm, welcoming environment that promotes confidence in a productive interaction.

Share the Moment
I will show respect by being present, actively listening, and connecting on an emotional level.

Support What's Next
I will proactively ensure understanding of the road ahead and will reinforce a positive experience by expressing gratitude.

Service Recovery
I will restore trust by engaging to secure a timely resolution, and I will take action to prevent recurrence.

Fairview

Set the Stage | Share the Moment | Support What's Next | Service Recovery

I will create a warm, welcoming environment that promotes confidence in a productive interaction.

- **Desired Outcomes**
  - ✓ Genuine connection, Clear expectations set for the interaction
- **Recipient should feel**
  - ✓ Warm, Calm and Safe
- **What it looks like to "set the stage":**

Providers	Clinical/patient-facing roles	Non-patient-facing roles
• Be at the patient's level • Share your knowledge and pre-work • Ask the patient about their desired outcomes and questions	• Knock before entering, then offer warm greeting • Explain what you are there to do • Describe the purpose of any treatment or care.	• Provide context for a project or task's importance and how it may impact patient care • Include purpose, objectives, and agenda in all meeting invites

Fairview

Set the
Stage

**Share the
Moment**

Support
What's Next

Service
Recovery

*I will show respect by being present, actively listening,
and connecting on an emotional level.*

- **Desired Outcomes**
  - Mutually understood needs
- **Recipient Should Feel**
  - Heard, Respected, Valued and Understood
- **What it looks like to "share the moment":**

Providers	Clinical/patient-facing roles	Non-patient-facing roles
A patient says, "I've been checking my blood sugar, but I don't see the point anymore." You reply, "It sounds like you are feeling down about your health. Would you care to tell me more?"	A patient just opened up about a difficult experience. You reply, "Thank you for sharing that with me. That must have been hard."	During a virtual meeting, you make it a point to keep your camera on, stay focused on the discussion, and summarize others' views to ensure understanding.

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Set the Stage   Share the Moment   **Support What's Next**   Service Recovery

I will proactively ensure understanding of the road ahead and will reinforce a positive experience by expressing gratitude.

- **Desired Outcomes**
  - ✓ Next steps are clear and understood, Proactive guidance
- **Recipient should feel**
  - ✓ Informed, Confident, Supported and Empowered
- **What it looks like to "share the moment":**

Providers	Clinical/patient-facing roles	Non-patient-facing roles
Asking the patient/family if they have concerns about the care plan Ensuring that the clinical team understands the patient's next steps	Using the teach-back method to ensure the patient understands what to do next Asking the patient if there is anything else they would like to discuss	Ensuring that clear, accurate information and next steps are handed off Demonstrating appreciation and gratitude

Fairview

Set the
Stage

Share the
Moment

Support
What's Next

**Service
Recovery**

*I will restore trust by engaging to secure a timely resolution,
and I will take action to prevent recurrence.*

- **Desired Outcomes**
  - ✓ Restored trust, Adequate and timely resolution, Actions to prevent recurrence
- **Recipient should feel:**
  - ✓ Heard, Engaged (part of the solution), Satisfied
- **In each service recovery opportunity, there is a chance for us to improve so that others don't experience the same frustration.**

DO	DO NOT
Confirm the issue: Restate the issue to the customer and confirm what action they want.	**Use jargon:** Acronyms and complex terms can increase frustration.
Meet people where they are: Use empathy to see their perspective.	**Jump to conclusions:** Each person's perspective and concern is unique.
Address root causes in real time: Understand where the failure occurred and determine the appropriate way to respond to the customer in a timely way.	

Fairview

What else impacts the patient experience?

✓ Staff behavior

✓ The environment (building, sounds, smells, etc.)

✓ Teamwork with each other and with the patient

✓ Implicit bias

What does it look like when we connect with each other?