

How We Operate

Morning webinar



Our Performance Dimensions

**Quality
and Safety**

**Customer
Experience**

Efficiency

**People
Engagement**

**Research
and Education**



Putting People First

Honoring our commitment to others



SAFETY ALWAYS
SAFETY + RELIABILITY = EXCELLENCE



**CONNECTING
WITH CARE**

**PEOPLE
ENGAGEMENT**



SAFETY ALWAYS

SAFETY + RELIABILITY = EXCELLENCE



Practice a Questioning Attitude

I will think it through and ensure my actions are the best for the situation at hand.



Speak Up

I will demonstrate an open, respectful and 200% team commitment to safety.



Check Details

I will act with intention and focus on the details to avoid unintended errors.



Communicate Clearly

I am responsible for professional, accurate, clear and timely verbal, written and electronic communication.



CONNECTING WITH CARE

VIDEO

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.



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
<ul style="list-style-type: none"> • Be at the patient’s level • Share your knowledge and pre-work • Ask the patient about their desired outcomes and questions 	<ul style="list-style-type: none"> • Knock before entering, then offer warm greeting • Explain what you are there to do • Describe the purpose of any treatment or care. 	<ul style="list-style-type: none"> • 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



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
<p>A patient says, “I’ve been checking my blood sugar, but I don’t see the point anymore.”</p> <p>You reply, “It sounds like you are feeling down about your health. Would you care to tell me more?”</p>	<p>A patient just opened up about a difficult experience.</p> <p>You reply, “Thank you for sharing that with me. That must have been hard.”</p>	<p>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.</p>



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**

“support what’s next”:

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



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
<p>Confirm the issue: Restate the issue to the customer and confirm what action they want.</p> <p>Meet people where they are: Use empathy to see their perspective.</p> <p>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.</p>	<p>Use jargon: Acronyms and complex terms can increase frustration.</p> <p>Jump to conclusions: Each person's perspective and concern is unique.</p>

What else impacts the patient experience?

- Staff behavior
- The environment (building, sounds, smells, etc.)
- Teamwork with each other and with the patient
- Implicit bias

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CONNECTING WITH CARE

VIDEO