

Making a Connection

The problem is:

Many clinicians and healthcare staff believe they don't have time to make a personal connection with patients in today's medical practice environment. Even though connecting with patients is central to clinical care, many are feeling the demands of being over booked and understaffed, which contributes to provider and team burnout.

Source: AMA Association

You need to know:

It takes less than one-minute to truly make a connection with someone. Everyone in the office can build this skill and demonstrate it at every patient touch point. By taking time to establish a personal connection you will:

- Personalize care
- Increase patient trust
- Demonstrate respect
- Add some joy to everyone's day



Track your progress

Place a ✓ on a checklist for every time you talked to the patient about something other than the reason for their visit.

Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.



Here's what you need to do...

Practice quick connections in under a minute:

- Find a common topic (e.g., clothing, books, vacations, weather, etc.)
- Ask a related question (e.g., What do you enjoy on rainy weekends?)
- Briefly chat
- Transition back to the visit (e.g., 'Let's discuss your medications. Any side effects?')

Best practices

Document patient preferences in the EMR for personalized care and trust-building across the team. (e.g., their children, job, favorite sports team, etc.)

Build trusting relationships between the patient and the whole team. It's a great way to demonstrate teamwork!