

Demonstrating Respect

The problem is:

What our patients want is to be heard, respected, and cared for. While most clinicians do well with all of these, outside forces and stresses can derail clinicians from showing their concern and compassion when it matters most.

You need to know:

- Demonstrating respect for every person we interact with includes patients, families, team members and providers. These behaviors are part of the culture and are portrayed in both verbal and nonverbal interactions.

Source: AHRG

- Meeting the patient's individual needs builds trust in the delivery of safe, high quality and compassionate care. The best results are produced by the best behaviors repeated over time. In other words, consistency leads to high reliability.



Track your progress

Do an audit periodically by observing and rounding to see if these behaviors are occurring.

Measure the quality of interactions & consistency among the team. Provide feedback and offer coaching when needed.

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...

Establish behavior standards aligned with the medical group's values. Train and monitor employees to demonstrate respect, empathy, collaboration, acknowledgment, and support.

Non-verbal Interactions

- Maintain open body posture
- Keep eye contact
- Sit and be at eye level with patients
- Actively listen
- Stay engaged during conversations

Verbal Interactions

- Respect patients' efforts
- Show empathy by recognizing emotions
- Foster collaboration
- Acknowledge and empathize
- Offer support for next steps