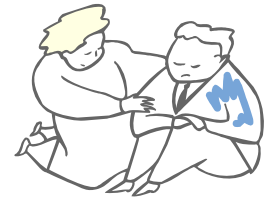




Speaking the Language of Caring



In the quality patient experience, staff members speak the language of caring - fluently and often.

Engage work teams in quick practice of caring language by citing UNCARING language and asking them to develop caring language instead.

If people defend certain caring language, take the opportunity to examine its intended message versus its actual negative impact.

Here are examples:

No!	Yes!
Time to take your vital signs!	Hi, I'm here to make sure you're doing well. Mind if I take your vital signs?
That's not my job.	Here's what I can do to help.
Look, you're not my only patient!	I'm sorry it took me so long to get here. Now, I'm here and I want to help.
I'm sorry but that doctor's always late.	I'm sorry there's been a delay for you. Can I do anything to make you more comfortable while you're waiting?
Hi Sweetie. Are you doing okay?	Hello Mrs. Landau. How are you doing today?

Staff Worksheet

List here phrases you've heard that you think are NOT patient-centered or appropriate	What could you say instead to get your message across and have a positive impact?

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In an area private for staff, post a board with two words at the top.

<h1>CARING WORDS</h1>

Ask your team to listen for caring language and jot it down on the board to encourage the language of caring.