

The Gist of Quick Connecting



Immediately--

- Set tasks aside
- Make yourself present
- Get to know *the patient* personally
- Make a human connection and you'll build trust

Example: With an Inpatient

Nonverbal behavior

- Sit at patient's level and make eye contact; be so attentive that you can see the color of their eyes.
- Smile, put warmth in your voice.
- No stethoscope, no chart in hand.


Words that work

- "Hello, I'm Patsy Hermann, and I'm happy to say that I'll be your nurse. You are Jim Harris? Mr. Harris, may I ask what you prefer to be called? Jim? Great, thank you Jim, and please call me Patsy.
 - So, Jim, I can tell you right off that I'm glad you're here. We have a great TEAM here and we are going to take VERY good care of you!
 - Before I talk about what you can expect, would you mind telling me a little about you? (Choose questions of interest; for instance):
 - Where you come from?
 - Your family?
 - Things you enjoy doing?
 - Your hopes during your stay here?

Now Jim, I'm so glad to know these things about you. I'm wondering, would you mind if I make a few notes about things I learned on this board over here, so my coworkers who might not have the time we just had to talk will also know a little about you?"

And after securing the patient's permission, the nurse notes highlights of the conversation on the whiteboard in the patient's room. Then, when other staff members enter, they can glimpse at the whiteboard and have enough information to make an instant personal connection with the patient too.

Use a Whiteboard to Personalize Care: Example

<p>Jim Harris—prefers "Jim"</p>  <p><i>Harriet and Jim married 39 years</i></p>	<p><i>Loves golf, baking, Yankees</i></p>	<p><i><u>Children:</u> Mel, Gabe and Linda <u>7 grandchildren!</u> Rosie 6, Casey 12 Josie 4, Harry 6, Mickey 3 Andy 3, Janie 1 <u>Dog-Spanky</u></i></p>
<p>Dr. Hammond 433-9091</p>	<p>Family rep: <i>Harriet Harris 564-1089</i></p>	<p>Nurse: <i>Patsy Hermann (Patsy)</i></p>
<p><i>Today's goal: 3 walks</i></p>		