



Wendy Leebov's

HeartBeat



On The Quality Patient Experience

www.quality-patient-experience.com

Wendy's Soapbox

Regular Features

- Wendy's Soapbox
- Featured Product: GREAT Handoffs Every Time
- Ask Your Team These Cage-Rattling Questions
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Handoffs: Your Opportunity to Transfer the Trust

Handoffs

- When most errors and threats to patient safety occur
- When patients and families become especially anxious
- When staff are often already thinking ahead to the next thing on their to-do list

All night and day, people in health care are performing handoffs. You might be passing the patient along to another service provider, or asking the patient to return paperwork to the front desk or make another appointment on their way out. Or maybe you're referring them to another provider, like a physical therapist or surgeon. Or you're arranging to send them from one level of care to another, such as hospital to home or doctor's office to a hospital's emergency room. In each of these situations, you are handing off the patient to someone else, and what is *routine* on your part breeds *anxiety* on their part.

In handoff situations, with caring communication, you have the power to ease the patient's way to the next step in the care or service process. Effective handoffs -handoffs with presence, information and caring -- help the patient and family to feel **SECURE** during the transition, clear about what's happening and confident about the person on the receiving end. You have the opportunity with just a few words... to **transfer the trust**.



If you've not yet subscribed to this newsletter,

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<http://www.quality-patient-experience.com/wendy-leebov-e-zine.html>

FREE TOOLKIT

The Power of Thanks: Employee Recognition Made Easy for Healthcare Leaders



During Handoffs, Connect the Dots for the Patient

When we present ourselves as part of a connected team of caregivers who respect and trust one another:

- We relieve patient and family anxiety;
- We make each other stronger
- We build the patient's confidence in our entire team.



Handoffs: Your Opportunity to Transfer the Trust (continued)

Anxiety-Reducing Handoffs

Key Elements	Examples
<p>Clarify in a patient-centered way the purpose of the handoff.</p>	<ul style="list-style-type: none"> • <i>Please stop at the front desk and talk to Joan. I want her to help you call and set up a convenient appointment before you go.</i> • <i>I suggest going to Community Imaging for your X-ray. I want you to go where the care is excellent and the location is convenient for you.</i>
<p>Tell the person exactly what they can expect:</p> <ul style="list-style-type: none"> • Who will be at the receiving end of the handoff? • What will happen next? • What will they need to do? 	<ul style="list-style-type: none"> • <i>I've noted on your chart that you need an appointment with Community Imaging. Joan at the front desk will be glad to set that up for you today before you go. Over the phone, Joan will give Community Imaging instructions about the exact pictures we need, and Joan will give you a prescription slip for the imaging study. Please take that with you and give it to the registration person when you arrive. Once you're finished at the imaging center, the radiologist there will examine the pictures and report the results to me. And then I'll call you with them. This process could take as long as three days, but hopefully, less. I'll call you with the results as soon as I receive them. So, that's what's next.</i> • <i>After you arrive at the Short Procedure Unit, first you'll be welcomed by an Admissions Representative and registered. Then, they'll show you to a room and introduce you to your nurse who will help you get comfortable and prepare for the procedure. During that time, an anesthesiologist will be in to ask you a few questions and explain the anesthesia that will work best for you. You'll be able to have a family member or friend in the room with you if you'd like.....</i>
<p>Build their confidence in the service provider on the receiving end of the handoff. Make it clear that, as they move from you to the other person or service, they'll continue to be in good hands.</p>	<ul style="list-style-type: none"> • <i>So, I'm going to step out and our Nurse Practitioner Betsy Wright will come in to do this procedure with you. She'll tell you exactly what it entails. She's very experienced and very caring. You'll be in good hands with Betsy.</i>
<p>Knowing that anxiety builds at handoff points, caringly invite questions.</p>	<ul style="list-style-type: none"> • <i>So, before I go, what questions do you have for me? I want you to feel secure about what's next.</i>
<p>If you were on the receiving end of a handoff, express your respect for the caregiver passing the patient along to you.</p>	<ul style="list-style-type: none"> • (Turning to nurse) <i>Thanks, Helen, for helping Mr. Murphy get ready.</i> (Turning to patient) <i>Mr. Murphy, I can always count on Helen.</i>

Navigating the complex healthcare system can be overwhelming to patients and families. "Now what's going to happen? Will I know what to do? Will I go the right place and do the right thing? Will the people there be caring? Do they know I'm coming?" Because anxieties escalate at handoff points, it is especially powerful to ease the patient's mind by openly expressing your confidence in and respect for the caregiver or service on the other end. This also reinforces coordination of care and teamwork and positions other people well so they have an easier time earning the patient's trust. And, your coworkers will appreciate you for it.

[Click to access three great tools for improving Handoffs:](#)

- 1) Examples of Anxiety-Reducing Words During Handoffs
- 2) Script for Taking a PHONE Message
- 3) Self-Check: Do You Reduce Anxiety During Handoffs?"

From the [GREAT Every Time Skill-Building System](#)

Now available as a standalone module!

“GREAT Handoffs Every Time”

A Powerful Breakthrough Objective for Your Entire Team

Handoffs are the *connective tissue* in our care process.

Handoff *communications* are key to continuity of care and caring!

Lead your team to master and heart-wire best practices that reduce anxiety and errors and transfer the trust from one team member to the next.

Benefits:

- * Improved patient safety
- * Patients and families feel secure in the hands of a connected, harmonious team
- * A quality patient experience



The comprehensive toolkit includes all you need for this 3-step skill mastery and habit-building process.

EMPLOYEE WORKSHOP

(Video-based;
30 minutes with work
team)



HARDWIRING

Follow-up options that
help staff master and
perform GREAT
handoffs



REINFORCEMENTS

(Skill reminder card,
poster, recognition
tools) to *sustain* GREAT
handoff communication

Module Includes

- ⇒ Implementation Suggestions and Team Leader's Guide
- ⇒ Compelling 11-minute training video
- ⇒ Activities for follow-up and hardwiring
- ⇒ Reinforcements: Skill reminder card, poster and recognition tools
- ⇒ Assessment quiz
- ⇒ Hard copy and CD for printing all tools and materials on demand
- ⇒ Site license option to install video and materials on your intranet/learning management system

[Click to preview the full video](#)



Holiday Offer for Our Loyal HeartBeat Fans

Regular Price: \$2800

Your Price: \$2500

Valid thru January 31, 2012

(if you choose intranet installation,
there will be an additional license fee based on workforce size.)



For inquiries, call Linn Billingsley direct at 702-325-7967

or [request information and purchase here.](#)

Our Holiday Gift to YOU



All of us on the Leebov Golde team are grateful to YOU for giving of yourself and your talents to create healing experiences for patients and families---day in and day out. *In appreciation of your heartwarming commitment, hard work, courageous advocacy and emotional generosity for the sake of patients and families, we've made a contribution in your honor to Habitat for Humanity.* We wish you and your family a wonderful holiday season and a healthy, happy and fulfilling new year.

Wendy Leebov, Jill Golde, Linn Billingsley, Dorothy Sisneros



Ask Your Team These Cage-Rattling Questions

1. What handoffs does our team manage day in and day out?
2. When we're on the receiving end of a handoff and a person has just been turned over to us by a colleague, what special steps do we take to:
 - Make the coworker doing the handoff to us feel respected and appreciated?
 - Make the person we're receiving feel welcome and trusting right from the start?
3. When we're handing off a customer to someone else, what special steps do we take to:
 - Leave our customer with a positive memory of us?
 - Make the customer feel confident about their next steps?
 - Make the colleague receiving the handoff feel respected and appreciated?
4. What can we do to improve one specific handoff we manage every day?



Newsbyte

Wendy, along with 6 other industry leaders, has been named to the [Executive Board](#) of The Beryl Institute!



Quoteworthy (About Handoffs)

"Our ambitions: Seamless transitions."

--Nikki Gollub-Bank (Wendy's daughter)



Patients Speak

About Moving from Place to Place within the Healthcare System

- "This hospital is a maze. I have to allow more time to find my way than it takes to have my appointment."
- "There are so many people who are involved with me here. And half the time, they don't seem to talk to each other."
- "When my nurse was leaving, she made me feel good about the next nurse I would be getting."
- "Worst for me is getting ready to go home. I'm so worried that I can't take care of myself when I get there."
- "I always like to know where I'm going, what will happen there and why."
- "My doctor referred me to another doctor, but didn't tell him why I was there... and I didn't really know."



Stress-Buster

Did you ever hear of the Quick Coherence Technique developed by HeartMath? It's very powerful. It helps you achieve a coherent state of mind in which you can easily access your heart and your intelligence.

Three simple steps:

1. Heart Focus: Focus your attention on the area around your heart.
2. Heart Breathing: Breathe deeply but normally, feeling your breath come in and out through your heart area.
3. Heart Feeling: As you maintain your heart focus and heart breathing, activate a positive feeling.

Take a look at www.heartmath.com/personal-use/quick-coherence-technique.html for more details.



THANK YOU FOR TUNING IN!

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Thank you!

Wendy Leebov

Partnering with healthcare organizations to create and sustain healing experiences and positive outcomes through powerfully effective, caring communication.



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