



Wendy Leebov's

*HeartBeat*



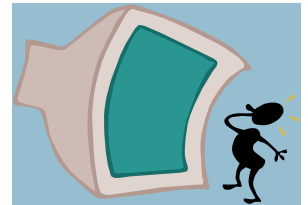
On The Quality Patient Experience

[www.quality-patient-experience.com](http://www.quality-patient-experience.com)

## Wendy's Soapbox

### In-Room Computing Does NOT Have to Hurt Patient-Caregiver Communication!

When hospitals and medical groups transition to an electronic health record (EHR), many caregivers view the computer as interfering with, not helping communication with patients. I spent a big chunk of time reviewing the myriad studies about the relationship between bedside and in-office computer use and patient satisfaction. Based on all I've read, I'm convinced that EHR systems at the bedside and in medical offices can greatly enhance the patient experience of care and satisfaction.



Years ago (in the 90s), in-room computer use by caregivers was indeed a barrier to communication. Caregivers weren't used to it and many resisted it. The systems were much less user-friendly, so caregivers struggled to access and enter information as the impatient consumer looked on. Also, far fewer consumers used computers themselves, so few patients realized the benefits of the computer for their care.

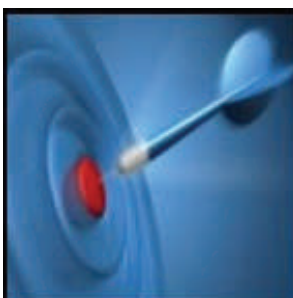
#### But times have changed.

- Now, we have caregivers experienced with computers, resulting in a much quicker learning curve.
- We have patients knowledgeable about computers and aware of their miraculous capabilities. According to the research, most appreciate that the electronic health record is improving their care and making it more efficient, because all info is in one place, accessible from anywhere.
- These days, many patients wonder if their caregivers who don't use computers are old-fashioned and out-of-date.
- The EHR software is much more user-friendly at the point of service.

**Five Communication Tips for Caregivers Who Compute (next page)**

#### Regular Features

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Announcing

**Wendy's Patient Experience Skill Building System**

Powerful Video-Based Training for Your Entire Team

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## In-Room Computing Does NOT Have to Hurt Patient-Caregiver Communication! (cont.)

### Five Communication Tips for Caregivers Who Compute

1. **OPEN your mind and BUILD your skill.** Even if you're uncomfortable with the computer and your software system when you begin, don't damn the computer just yet. Give yourself some time to learn. It helps to become so familiar with typing and using the computer that it requires minimal attention. As you become comfortable using your system, you will be better able to focus on the patient while also using the computer. During this transition period, to prevent the computer from hurting the patient experience, explain to the patient and family that you're just now learning a new system that will HELP patient care. Tell them that you don't want the computer to interfere with communication. And apologize for needing to pay so much attention to the computer. They'll understand and realize that your communication with them is important to you.
2. **DO ONE THING AT A TIME.** Multi-tasking is a myth. You can't make the person feel listened to and heard when you're looking at the screen and typing. The patient knows you're not fully concentrating on them. Alternate the focus of your attention. Pay attention to the patient, then the computer, then the patient, and so on. Explain upfront that you will do that and why.
3. **STAY PRESENT to the patient while they're talking.** When the patient is talking, maintain eye contact and listen. To view concrete video examples of staying present with patients, [click here](#) and then scroll down to the jukebox player and choose the first video, "The Practice of Presence".
4. **EXPLAIN what you're doing as you go along.** If patients are left wondering, many become paranoid. Tell them what you're writing and why. Tell them what you're looking up and why.
  - "You mentioned several concerns. May I take a minute to jot those down in this computer? I want to be sure to remember them."
  - "Let me check your results from a year ago for a moment and see how these compare."
5. **PARTNER with the patient.** Invite them to view the computer along with you. Help them make the computer their friend. Demystify their information. It really is THEIR information after all. Providers and caregivers committed to patient-centered care are instituting this practice as a regular routine. Invite the patient's questions about what you're doing. If your EHR system has a sticky-note feature, attach sticky notes with the patient's own comments.



**In conclusion:** EHRs, computers and really all technology for that matter can interfere with caregiver-patient communication, but they don't have to. (See [When Using a Computer: The Impact of Physician Presence on CAHPS Scores](#).) Help your colleagues learn how to communicate so that the technology enhances the patient and family experience.



Want a more detailed tool for your caregivers? Click on the link below.

[Staying Connected to Both the Person and the Computer](#)

## Featured Service:

### ***FREE One-Hour Informational Webinar with Wendy For You and Your Associates***

Learn more about  
*The Language of Caring*  
Video-Based Skill Building System



## You'll Learn:

- How *The Language of Caring* can help you elevate patient satisfaction and achieve breakthroughs in the patient experience
- How the system works
- The specific components
- How you can install the entire system on your intranet and Learning Management System
- About other organizations that are seeing results
- Ways to tailor your approach so it complements your current strategy
- The answers to your questions

Convene the webinar in your conference room or participate from separate locations. You'll need a phone line, high speed internet and audio/speakers on your computer.

## **SCHEDULE YOUR FREE WEBINAR TODAY**

- [Click to contact Wendy](#)
- Or call 215-413-1969

### Quick Summary of *The Language of Caring* System: Nine Modules ("Skill-Builders")

Each Skill-Builder strengthens a single skill and helps people apply the skill when communicating with their customers. Each Skill-Builder includes a compelling video-based, manager-led **Employee Workshop** that takes 20 to 30 minutes, as well as **Follow-Up Tools** and **Reinforcements**.

**#1: Heart-Head-Heart Communication**

**#2: The Practice of Presence**

**#3: Acknowledging Feelings**

**#4: Showing Caring Nonverbally**

**#5: Explaining Positive Intent**

**#6: The Blameless Apology**

**#7: The Gift of Positive Regard**

**#8: The Caring Broken Record**

**#9: The Skills Combined**

[CLICK HERE](#) to preview full videos and sample materials for *The Language of Caring*



## I Love This Book

**Privileged Presence** by Liz Crocker and Bev Johnson; 2006

Liz Crocker and Bev Johnson of The Institute for Family Centered Care have spearheaded a sea of change toward patient and family-centered care in hospitals and medical practices. My daughter Nikki and I just attended and exhibited at the Institute's wonderful annual conference and learned (among other things) about phenomenal advances in using patient and family advisory groups to enhance the patient experience. Wandering around at the exhibits, I noticed and bought this book.

Published in 2006, it contains heartrending stories from patients and their families about their healthcare experiences. Some of the stories are heartwarming because they illuminate amazing and wonderful people who provide compassionate care and service and have a powerful positive impact on the people they serve. Others are nothing short of horrific — stories of insensitivity, disrespect, and disregard in great detail — stories that left me breathless and embarrassed about our healthcare system.

Whether heartwarming or horrific, for me, stories are powerful educators. Hearing a story of a patient experience in detail is the next best thing to being there and seeing it firsthand. People who read this book will be touched, influenced and ever more convinced about the importance of embracing patient and family-centered care.



### Quoteworthy

"The most precious gift we can offer others is our presence. When mindfulness embraces those we love, they will bloom like flowers."

—Thich Nhat Hanh

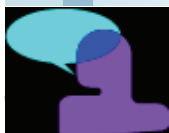


## Ask Your Team This Cage-Rattling Question: A Trigger For Crucial Conversations

Engage your team in considering the technology they use on the job and how its use affects the experience and satisfaction of their customers. Ask these two questions:

1. **In your personal healthcare experiences, how has technology helped and hurt communication with your caregivers?**
2. **In our work, how can we make sure we reap the benefits of the technology we use without a negative impact on our customers' experience?**

Develop a short list of *Tech Use Tips for Our Team* based on these discussions.



## Patients Speak

### About ELECTRONIC HEALTH RECORDS

- "My doctor has me sit beside him so I can see the computer screen. I think patients should ask to do that. Otherwise, we get paranoid."
- "The nurse looks at the computer more than she looks at me."
- "It used to be that people asked me the same questions over and over. Now they seem to have it in the computer, and it's a lot better."
- "I wish I knew what they're writing about me. They just sit there typing a mile a minute, while I wait and wonder what they're saying."
- "This hospital is very modern. The nurses and doctors have my information right there. They don't have to run to the nurses station. I end up with more of their time and faster answers to my questions."

### Graphic With A Message

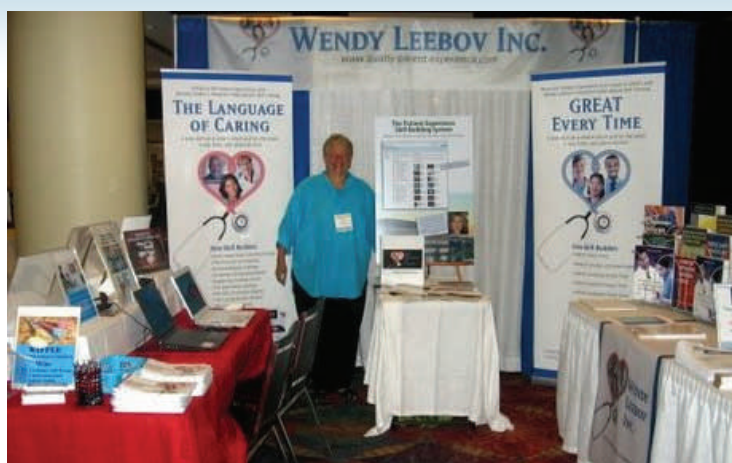
Enjoy and share to make  
an important point.





## Newsbyte

On August 17 and 18, my daughter and I hosted an exhibit featuring my video-based training system at the annual conference of the Institute for Patient and Family-Centered Care in Philadelphia. It was inspiring and humbling for us to learn about powerful initiatives going on to restructure the care process so that patients and their families are truly at the center. It was also wonderful meeting the champions behind these initiatives.



## Stress-Buster

### Your Life Recipe: Are the Proportions Right?

Find a quiet place where you can have privacy for at least 10 minutes.

<b>Step 1</b>	Write down a list of every activity you do or have done that helps you release stress and feel more balanced. Then, circle your top THREE.
<b>Step 2</b>	Review your current schedule and see whether and how regularly you are actually including these activities in your life.
<b>Step 3</b>	Think about how you can work these three activities into your schedule on a daily, weekly or monthly basis. Try to schedule time DAILY (or at least 3x/week) for engaging in a mix of your top 3 stress-relieving, life-balancing activities.
<b>Step 4</b>	IMPLEMENT your plan and savor the effects.

## Coming Up

- Can You Teach Empathy?
- Patients Speak... About what Personal Care and Service Mean to Them



## THANK YOU FOR TUNING IN!

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Thank you!

Wendy Leebov

## Contact Us

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 Phone: 215-413-1969  
<http://www.quality-patient-experience.com/contact-us.html>



## We're on the WEB!

[www.quality-patient-experience.com](http://www.quality-patient-experience.com)

**Concrete, Sustainable Solutions  
 For Your Healthcare Team**