

Delivering on the

Patient and Family Promise



Introduce

Introduce yourself to both the patient and family. Identify your role on the care team so the patient and family understand.



Sit

Sit down and face the patient when listening and talking.



Actively Listen

Demonstrate active listening a) look at the speaker directly; b) avoid being distracted; c) pay attention to the speaker's body language.



Ask

Ask open-ended questions.



Offer

Offer patients choices/options and invite patients to share in the decision making.

Include you as the most important member of your health care team



Our patients and families are our #1 priority. The patient and family promise is what is expected of us every time they visit. These tactics are a reminder of simple things we can do every day to ensure we are making those we serve our highest priority; after all 'It's who we are.'