



The survey questions address how we listen, how we communicate, and if we did it all with courtesy and respect. To achieve an “always culture”, we have to actively practice the basics of patient communication for every patient, every time.

TACTICS

Communication Boards:

Communication boards increase the amount of communication between staff members and their patients.

Regular Rounding:

Regular rounding on your patient is a tactic that can help in every metric of the HCAHPS survey.

Bedside Shift Report:

This process will let the patient know that their transition of care has been well handled.

Courtesy & Respect:

When it comes to courtesy and respect, there are basic standards of behavior that must be used with every patient...every time.

Clear Explanations:

We need to remember that it is the patient who decides if our explanations have been understood...not us.

Listening:

Using active listening and personal touches directly affect how well our patients and families perceived that we listened.

HCAHPS QUESTIONS

The following HCAHPS questions are addressed in the Communication with Nurses training:

1. During this hospital stay, how often did nurses treat you with courtesy and respect
2. During this hospital stay, how often did nurses listen carefully to you?
3. During this hospital stay, how often did nurses explain things in a way that you could understand?

TAKE AWAY

Listen actively, sit down when you can, ask open-ended questions, and use clear explanations free of jargon. Courtesy and respect will let your patient know that you care about them as a person.