

Component III: Communication

Module A: Inter-personal Skills with Internal and External Customers

Topic 1: Inter-professional Communication

Objective: 9

<p>C</p> <p>Human connection is essential for initiating patient centered care</p>	<p>for Connect.</p> <p>Introduce yourself, make eye contact and say, “What is the problem and how can I help make it better for you?”</p>
<p>A</p> <p>We are responsible for a positive patient care experience.</p>	<p>for Apologize.</p> <p>Confirm that whatever happened is not up to your usual standard of customer care. Do not give excuses or lay blame on others. If you think the patient is wrong, you can still say, “I am sorry for your inconvenience.”</p>
<p>R</p> <p>We must re-establish a patient centered care experience</p>	<p>for Repair.</p> <p>What would it take to make the patient happy? Ask if needed. “What can I do to make it better for you?” Unless there’s a compelling reason to take a corrective action, it’s best to strive to meet the patient’s wishes.</p>
<p>E</p> <p>This act creates loyalty and can re-establish trust.</p>	<p>for Exceed.</p> <p>Don’t just meet, but exceed the patient’s expectations. For example, offer a cafeteria pass if the patient had to wait much longer than intended for his appt.</p>

Studer Group. (2010). The Leader Handbook. Gulf Breeze, Florida: Fire Starting Publishing.