

THE AULTMAN EXPERIENCE



Patient Experience Checklists
Aultman Hospital and Outpatient Centers

2016



EXECUTIVE SUMMARY

The Aultman Experience project was initiated with the goal of improving patients' perception of care while at an Aultman facility, which contributes to our success in delivering on our value equation. Patient experience has become a priority at hospitals nationwide as it's tied to Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey scores, and subsequently drives Medicare incentive payments. There's a direct tie between employee engagement and patient satisfaction, too, so the Aultman Experience addresses how we interact with colleagues as well as how each patient is treated while in our care.

Goals:

- Define the Aultman Experience as it relates to interacting with patients, family members and colleagues through the use of HRO tools and tones.
- Define the Aultman Experience for each HCAHPS dimension within the health care delivery system.
- Create checklists and set clear expectations for our team members.
- Put our patients first and improve their experiences.

Next Steps:

Leaders are encouraged to share checklists during the hiring process of all new employees to ensure an appropriate fit within the department. All team members should attest that they will abide by the checklists and make patient experience a priority at Aultman.

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AULTMAN'S MISSION, VISION, VALUES & CUSTOMER SERVICE CREDO

Mission

Leading Our Community to Improved Health

Vision

Aultman Health Foundation will be the leading health system in designing products and services for the communities we serve.

- Delivering the highest quality.
- Achieving service excellence.
- Offering a competitive price.
- Innovating toward disease prevention and wellness.

Values

Recognize and respect the unique talents of every Aultman team member.

Exceed patient, enrollee and student expectations.

Success through teamwork.

Promote a highly reliable organization.

Educate our community.

Cost-effective management of resources.

Trust, integrity and compassion in all relationships.

Customer Service Credo

Service ... The Aultman Way

At Aultman, we are committed to improving your health.

We will respect you as an individual and pledge excellent care and service provided by a well-trained, compassionate and friendly team of health care professionals. In Aultman's healing environment, we aspire to fulfill your physical, emotional and spiritual needs.

Service Recovery – Making it Right

Listen, empathize, apologize and thank an unhappy customer for their feedback; ask what you can do to improve the issue.

APPLYING HRO TOOLS AND TONES CHECKLIST

All Communication and Interactions

- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Utilize appropriate phone etiquette:
 - Always answer the phone by saying “Aultman” and your unit or department name, your first name and “how may I help you?” (e.g. “Aultman 5 North – this is Becky. How may I help you?” or “Aultman Orrville Emergency Department – this is Brian. How may I help you?”)
- ☐ Practice empathy and active listening skills.
- ☐ Smile, say hello and introduce yourself in face-to-face encounters.
- ☐ Provide an opportunity for others to ask questions.
- ☐ Be aware of your audience, and explain things in a way that can be easily understood.

HCAHPS DIMENSIONS OF CARE CHECKLISTS

Physician Communication Tools

- ☐ Smile and introduce yourself.
- ☐ Shake hands with the patient (if appropriate).
- ☐ Call them by their surname and not their first name.
- ☐ Acknowledge everyone in the room.
- ☐ Sit, if possible, when talking to patients. Even if you don’t spend more time with the patient, studies show that the patient’s perception is that you did.
- ☐ If standing, do not cross your arms - doing so gives the perception that you are not open to what the patient and family are saying.
- ☐ Look at the patient and family when they speak to you.
- ☐ Speak to the patient and family as if you are speaking to your spouse and children.
- ☐ Tell them that you are part of a team that is here to get the patient better.
- ☐ Explain the plan of care to patients and family.
- ☐ Ask the patient and family to repeat-back the plan of care to assess and assure understanding.
- ☐ Ask the patient if there is anything else that he or she needs.
- ☐ Thank the patient at the end of the encounter for the opportunity to meet with and care for him/her.
- ☐ Communicate with other physicians and together, communicate a consistent message to the patient.

- ☐ Utilize the whiteboard for inpatients.
 - Write your name and specialty.
 - Other communication (as allowed by HIPPA).
- ☐ Follow the Aultman physician code of conduct.

Please note: Improved physician communication and patient satisfaction is inversely related to malpractice litigation. Am J Med. 2005 Oct;118(10):1126-33.

Nurse Communication

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Commit to educating the patient in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ Utilize whiteboards as communication tools.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he or she needs.
- ☐ Introduce the next staff member when your shift is over.

Responsiveness of Staff

- ☐ Answer call lights promptly and follow through with the patient request(s).
- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Allow patient time to ask questions; be respectful and empathetic to all concerns.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he or she needs.

Pain Management

- ☐ Complete a prompt assessment and reassessment of pain.
- ☐ Educate patient on anticipated pain specific to a procedure or surgery.
- ☐ Set realistic pain goals and expectations with the patient.
- ☐ Utilize whiteboard to document the patient's perception of pain, prescribed pain medication and time of next dosage.
- ☐ Educate the patient on what to expect with medication and its side effects.
- ☐ Practice empathy and a nonjudgmental attitude.

Hospital Environment: Clean & Quiet

- ☐ Linens should not be overflowing; room should be neat and tidy.
- ☐ Offer earplugs, eye masks, care channel and guided imagery to all patients.
- ☐ Nurse station should be as quiet as possible. Be aware of voice levels.
- ☐ Apologize if there is a noisy patient and offer to close the door if appropriate.

Communication about Medications

- ☐ Physician should be the first person to tell a patient the plan for medication; include the “what” and the “why.”
- ☐ During every medication pass, communicate the following:
 - ☐ Name of medication.
 - ☐ Disease, condition or symptoms it treats.
 - ☐ Common side effects associated with the medication.
- ☐ Allow patients to take medications on home schedule as long as they don’t interfere with new meds.
- ☐ Educate patient in a way he/she understands; utilize teach-back.
- ☐ Include pharmacist name and IP number on whiteboard so patient or family can call with questions.

Information at Discharge

- ☐ Physician should be the first person to discuss discharge decision with the patient, family and/or caregiver.
- ☐ Nurse should repeat the discharge decision, share primary care or test appointments, as well as any scheduled services, and ensure patient, family and/or caregiver understands.
- ☐ A general time frame for discharge should be discussed with patient, family and/or caregiver.
- ☐ Patient should receive thorough medication education including time of last dose.
- ☐ Patient should receive clear, easy-to-understand discharge instructions, including who to call with any questions and/or concerns.
- ☐ After discharge to home, all high-risk patients should receive a follow-up call 24 to 48 hours after discharge.

Care Transitions

- ☐ Actively involve patient, family and/or caregiver in the discharge plan and scheduling of any follow-up tests or appointments.
- ☐ Honor patient, family and/or caregiver preferences for post-discharge services.
- ☐ Identify the need for financial, prescription or other assistance, and then coordinate those resources.
- ☐ Utilize teach-back to ensure patient, family and/or caregiver understand how to manage the health of the patient.

ADVANCED PRACTICE NURSES

APRN Communication

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ The provider should be the first person to tell a patient the plan for medication; include the “what” and the “why,” and common side effects associated with the medication.
- ☐ Utilize whiteboards as communication tools when appropriate.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he or she needs.
- ☐ Allow patient time to ask questions; be respectful and empathetic to all concerns.

The APRN Role in Pain Management

- ☐ Educate patient on anticipated pain specific to a procedure or surgery.
- ☐ Set realistic pain goals and expectations with the patient.
- ☐ Educate the patient on what to expect with medication and its side effects.

AULTWORKS

AultWorks Clinic Staff Communication:

- ☐ When calling a patient back to the clinic, smile, say hello and introduce yourself.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Allow patient time to ask questions, be respectful and empathetic to patient's needs and concerns.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he or she needs.

AultWorks Registration Communication:

- ☐ Smile and say hello when the patient presents at the registration desk or on the phone.
- ☐ Ask how you can help them/determine what service they need.
- ☐ Make eye contact with the patient and explain what information you will need to register the patient in our system and begin the visit process.
- ☐ Speak clearly and in an appropriate tone to help the patient feel comfortable to ask questions.
- ☐ When the registration process is complete, thank the patient and ask him or her to be seated until the clinic staff calls the patient back.

CARDIAC CATHETERIZATION LAB

- ☐ Always smile, say hello and introduce yourself and your role.
- ☐ Use calm, nonrushed demeanor, paying attention to tone of voice.
- ☐ Prepare patient for what is coming next and for anticipated discomforts.
- ☐ Notify patient/family of delays.
- ☐ Update family with changes hourly.
- ☐ When administering a medication, always communicate the name, purpose and common side effects.
- ☐ Introduce the next staff member when being replaced.
- ☐ Ensure patient/family understands the procedure outcome.
- ☐ Provide patient/family an opportunity to ask questions.
- ☐ Be aware of voice level and communicate professionally in patient areas.

CARDIAC REHAB

Nurse/Exercise Staff Communication

- ☐ Upon patient arrival, smile, say hello and introduce yourself, or call the patient by preferred name after initial encounter.
- ☐ Notice tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family or caregivers in all communications (when applicable).
- ☐ Introduce any additional staff member caring for the patient (if unknown to the patient).

Responsiveness of Staff

- ☐ Answer questions and needs promptly and follow through with patient requests.
- ☐ Allow patient time to ask questions; be respectful and empathetic to questions and concerns.

Pain Management

- ☐ Inquire about any pain the patient lists on daily intake sheet.
- ☐ Reassess pain throughout the session and adjust exercise accordingly.
- ☐ Practice empathy and a nonjudgmental attitude.

Communication about Medications

- ☐ Acknowledge any medication changes the patient lists on the daily intake sheet and ask if the patient has any questions.
- ☐ Educate the patient in a way he/she understands; utilize teach-back.

Home Exercise Instruction

- ☐ Ask the patient about home exercise activities.
- ☐ Educate the patient in a way he/she understands; utilize teach-back.

CARE COORDINATION

All Care Coordination Staff

- ☐ Throughout hallways, smile and say hello to all visitors and patients.
- ☐ Guide all visitors and patients to their destination if they are lost.
- ☐ Uphold the highest standards of professionalism at all times.
- ☐ Remember that all employees and physicians are our customer.
- ☐ Communicate positive intent.
- ☐ Be prepared to state and discuss the HRO tools and tones at any time.

RN Case Managers and Social Workers

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Present yourself in a calm and nonrushed demeanor; pay attention to the tone of your voice and body language.
- ☐ Identify any visitors and request permission from the patient to speak in front of them.
- ☐ Explain your role in the discharge process.
- ☐ Explain and offer various resources pertinent to the patient's needs.
- ☐ Ensure the patient has everything he/she needs for a safe discharge plan.
- ☐ Be available to the patient when the caregiver is present so the caregiver can receive the same information.
- ☐ Utilize whiteboards in patient rooms with your name.
- ☐ Answer all questions from patient, caregiver, nursing and medical staff.
- ☐ Use teach-back to ensure the patient/caregiver understands.
- ☐ If you do not know the answer, attempt to find out the answer and follow up.
- ☐ Before leaving the room, ask the patient if he/she needs anything else.
- ☐ Provide constant communication with patient, caregiver, nursing/medical staff and outside agencies involved in the patient's care needs.
- ☐ When on the phone, employee should state their name to caller in greeting.
- ☐ Place any necessary names and phone numbers on depart for patient to have post-discharge.
- ☐ Thank the patient for choosing Aultman.

High Risk Care Coordination

- ☐ Employee should state his/her name to caller in greeting.
- ☐ Explain your role in care coordination.
- ☐ Present yourself in a calm and nonrushed demeanor; pay attention to the tone of your voice.
- ☐ Ensure the patient has everything he/she needs at home.
- ☐ Use teach-back to ensure the patient/caregiver understands.
- ☐ Answer all questions from the patient/caregiver.
- ☐ If you do not know the answer, attempt to find out the answer and follow up.
- ☐ Thank the patient for choosing Aultman.

Post-acute Admission Team

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Present yourself in a calm and nonrushed demeanor; pay attention to the tone of your voice and body language.
- ☐ Identify any visitors and request permission from the patient to speak in front of them.
- ☐ Explain your role in the transition process.
- ☐ Provide the patient with insurance information.
- ☐ Answer all questions from the patient, caregiver, nursing and medical staff.
- ☐ Use teach-back to ensure the patient/caregiver understands.
- ☐ If you do not know the answer, attempt to find out the answer and follow up.
- ☐ Before leaving the room, ask the patient if he/she needs anything else.
- ☐ Thank the patient for choosing Aultman.

Team Assistants

- ☐ Smile, say hello, and greet any guests upon arrival.
- ☐ Telephone calls should be answered within three rings.
- ☐ Employee should state his/her name to caller in greeting.
- ☐ Be courteous.
- ☐ Employee should be knowledgeable and assist in providing necessary information.
- ☐ Thank the customer for choosing Aultman.

CHEST PAIN CENTER

Nurse Communication

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you are doing as you care for the patient.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back
- ☐ Include family and/or caregivers in all communications.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he/she needs.
- ☐ Introduce the next staff member when your shift is over.

Responsiveness of Staff

- ☐ Answer call lights promptly and follow through with patient requests.
- ☐ Allow the patient time to ask questions; be respectful and empathetic to all concerns.

Pain Management

- ☐ Complete a prompt assessment and reassessment of pain.
- ☐ Educate the patient on what to expect with medication and its side effects.

Hospital Environment: Clean & Quiet

- ☐ Please make sure room is neat, tidy and free of potential hazards.
- ☐ Nurse station should be as quiet as possible. Be aware of voice levels.
- ☐ Offer ear plugs, eye masks, care channel, etc. to all patients.
- ☐ Apologize if there is a noisy patient and offer to close the door if appropriate.

Communication about Medications

- ☐ Physician should be the first person to tell a patient the plan for medication; include the “what” and the “why.”
- ☐ Allow patients to take medications on home schedule as long as they don’t interfere with new meds.
- ☐ During every medication administration, communicate the following:
 - ☐ Name of medication.
 - ☐ Disease, condition or symptoms it treats.
 - ☐ Common side effects associated with the medication.
- ☐ Educate the patient in a way he/she understands; utilize teach-back.

CLINICAL DECISION OBSERVATION UNIT (CDOU)

Nurse Communication

- ☐ Acknowledge patients promptly.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ Utilize whiteboard as communication tool.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he/she needs.
- ☐ Introduce the next staff member when your shift is over.
- ☐ Communicate delays in a timely manner. Utilize time frames when applicable.
- ☐ Thank the patient and his/her family for choosing Aultman.

Responsiveness of Staff

- ☐ Answer call lights promptly and follow through with any patient requests.
- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Allow the patient time to ask questions; be respectful and empathetic to all concerns.
- ☐ Assist team members in care of patients as able.

Pain Management

- ☐ Complete a prompt assessment and reassessment of pain, including rating and goal.
- ☐ Set realistic pain goals and expectations with the patient.
- ☐ Utilize whiteboard to document the patient's perception of pain and last dose of pain medication, if applicable.
- ☐ Educate the patient on what to expect with the medication and its side effects.
- ☐ Practice empathy and a nonjudgmental attitude.

Communication about Medications

- ☐ Physician should be the first person to tell a patient the plan for medication; include the “what” and the “why.”
- ☐ During every medication pass, communicate the following:
 - ☐ Name of medication.
 - ☐ Disease or condition it treats.
 - ☐ Common side effects associated with medication.
- ☐ Educate the patient in a way he/she understands; utilize teach-back.
- ☐ Provide thorough discharge instructions.

Hospital Environment

- ☐ Nurse station should be as quiet as possible. Be aware of content of conversations and voice levels.
- ☐ Close doors to decrease noise and explain rationale as to why door is being closed.
- ☐ Apologize if there is a noisy patient and offer to close door if appropriate.
- ☐ Survey room prior to leaving, pick up items on floor; notify housekeeping if needed.

DIALYSIS: ACUTE AULTMAN HOSPITAL

Nurse Communication

- ☐ Upon approaching the patient, smile, say hello and introduce yourself.
- ☐ Present yourself in a calm and nonrushed demeanor.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Communicate any expected delays in a timely manner.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ Upon leaving a patient and when rounding to do vitals, ask the patient if there is anything else he/she needs.

Responsiveness of Staff

- ☐ Answer call lights promptly and follow through with any patient requests.
- ☐ Upon approaching the patient, smile, say hello and introduce yourself.
- ☐ Allow the patient time to express his/her needs and to ask questions; be respectful and empathetic to all concerns.
- ☐ Upon leaving, ask the patient if there is anything else he/she needs.

Pain Management

- ☐ Complete pain assessment at the initial assessment completed before treatment.
- ☐ If patient is having pain, the pain is to be addressed.
- ☐ Complete an assessment of the pain every hour during treatment.
- ☐ Practice empathy and a nonjudgmental attitude.

Hospital Environment: Clean & Quiet

- ☐ Linens should not be overflowing laundry hampers nor garbage overflowing trash cans.
- ☐ Clutter of unused equipment should be put in storage areas.
- ☐ Nurses' station should be as quiet as possible. Be aware of voice levels.
- ☐ Apologize if there is a noisy patient, offer ear plugs and to pull curtains.

Communication about Medications

- ☐ During every medication pass for new dialysis patients, communicate the following:
 - ☐ Name of medication.
 - ☐ Symptoms it treats.
 - ☐ Common side effects associated with the medication.
 - ☐ Ask if the patient has any questions or concerns.
- ☐ During every medication pass for chronic dialysis patients, communicate the following:
 - ☐ Name of medication.
 - ☐ Symptoms it treats.
 - ☐ Ask if the patient has any questions or concerns.
- ☐ Educate the patient in a way he/she understands; utilize teach-back.

DIALYSIS: CHRONIC WEST TUSCARAWAS & NAVARRE LOCATIONS

Dialysis Staff Communication

- ☐ Upon approaching the patient, smile, say hello and introduce yourself.
- ☐ Present yourself in a calm and nonrushed demeanor.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Communicate any expected delays in a timely manner.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications when applicable.
- ☐ Upon leaving a patient and when rounding to do vitals, ask the patient if there is anything else he/she needs.

Responsiveness of Staff

- ☐ Answer questions, needs and call lights promptly, and follow through with any patient requests.
- ☐ Upon approaching the patient, smile, say hello and introduce yourself.
- ☐ Allow the patient time to express their needs and to ask questions; be respectful and empathetic to all concerns.
- ☐ Upon leaving, ask the patient if there is anything else he/she needs.

Pain Management

- ☐ Complete pain assessment at the initial assessment completed before treatment.
- ☐ If the patient is having pain, address as needed and monitor during treatment.
- ☐ Practice empathy and a nonjudgmental attitude.

Hospital Environment: Clean & Quiet

- ☐ Linens should not be overflowing laundry hampers nor garbage overflowing trash cans.
- ☐ Clutter of unused equipment should be put in storage areas.
- ☐ Nurses' station should be as quiet as possible. Be aware of voice levels.
- ☐ Apologize if there is a noisy patient, offer ear plugs and to pull curtains.

Communication about Medications

- ☐ During every medication pass for new dialysis patients, communicate the following:
 - ☐ Name of medication.
 - ☐ Symptoms it treats.
 - ☐ Common side effects associated with the medication.
 - ☐ Ask if the patient has any questions or concerns.
- ☐ During every medication pass for chronic dialysis patients, communicate the following:
 - ☐ Name of medication
 - ☐ Symptoms it treats
 - ☐ Ask if the patient has any questions or concerns.
- ☐ Educate the patient in a way he/she understands; utilize teach-back.

Hospital Environment

- ☐ Nurse station should be as quiet as possible. Be aware of content of conversations and voice levels.
- ☐ Close doors to decrease noise and explain rationale as to why door is being closed.
- ☐ Apologize if there is a noisy patient and offer to close door if appropriate.
- ☐ Survey room prior to leaving, pick up items on floor; notify housekeeping if needed.

EMERGENCY DEPARTMENT

Nurse Communication

- ☐ Acknowledge patients promptly.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ Utilize whiteboard as communication tool.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he/she needs.
- ☐ Introduce the next staff member when your shift is over.
- ☐ Communicate delays in a timely manner. Utilize time frames when applicable.
- ☐ Thank the patient and his/her family for choosing Aultman.

Responsiveness of Staff

- ☐ Answers call lights promptly and follow through with any patient requests.
- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Allow the patient time to ask questions; be respectful and empathetic to all concerns.
- ☐ Assist team members in care of patients as able.

Pain Management

- ☐ Complete a prompt assessment and reassessment of pain, including rating and goal.
- ☐ Set realistic pain goals and expectations with the patient.
- ☐ Utilize whiteboard to document the patient's perception of pain and last dose of pain medication if applicable.
- ☐ Educate the patient on what to expect with the medication and its side effects.
- ☐ Practice empathy and a nonjudgmental attitude.

Communication about Medications

- ☐ Physician should be the first person to tell a patient the plan for medication; include the “what” and the “why.”
- ☐ During every medication pass, communicate the following:
 - ☐ Name of medication.
 - ☐ Disease or condition it treats.
 - ☐ Common side effects associated with medication.
- ☐ Educate the patient in a way he/she understands; utilize teach-back.
- ☐ Provide thorough discharge instructions.

Hospital Environment

- ☐ Nurse station should be as quiet as possible. Be aware of content of conversations and voice levels.
- ☐ Close doors to decrease noise and explain rationale as to why door is being closed.
- ☐ Apologize if there is a noisy patient and offer to close door if appropriate.
- ☐ Survey room prior to leaving, pick up items on floor; notify housekeeping if needed.

ENVIROMENTAL SERVICE

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Verify with the patient that it is a good time to disinfect the room.
- ☐ At this time, explain briefly why EVS is in the room.
- ☐ Disinfect the bathroom, patient room and flooring.
- ☐ Ensure the proper use of the proper equipment:
 - ☐ Blue rags for bathroom.
 - ☐ Green rags for patient room.
- ☐ Use a microfiber mop and correctly filled bucket for floors.
- ☐ Empty the trash on every shift (or twice on days).
- ☐ Provide the hotel services phone number to the patient.
- ☐ Before leaving, ask the patient if there is anything else he/she needs.
- ☐ If the patient isn't in the room, leave a room card.
- ☐ Thank the patient for choosing Aultman.

IMMEDIATE CARE

- ☐ Invest in the beginning.
 - Smile and say hello.
 - Introduce yourself and your role.
- ☐ Elicit the patient's perspective.
 - Listen actively with empathy and intent to understand.
 - Ask clarifying questions to obtain complete history of symptoms.
 - Make eye contact when the patient is explaining symptoms.
 - Use a repeat-back to show you hear the patient.
- ☐ Demonstrate empathy.
 - “I will let doctor/nurse practitioner know that you are here and he (or she) will be in to see you as soon as possible.”
 - Offer to get an ice pack, emesis bag, urine container, etc.
 - Communicate the positive intent of your actions.
- ☐ Invest in the end.
 - If first encounter with patient, remember to smile and say hello, introduce yourself and your role, and state, “I’ll be getting you discharged today.”
 - Provide opportunities for the patient to ask questions.
 - End every discharge with “I hope you feel better” or “Is there anything else I can do for you?”

INFORMATION DESK

- ☐ Smile, say hello and greet guests upon arrival.
- ☐ Telephone calls should be answered within three rings.
- ☐ Employee/volunteer should state their name to caller in greeting.
- ☐ Kind and knowledgeable employee should assist in giving necessary information.
- ☐ If staff /volunteer is available, escort the customer to desired location.
- ☐ Thank the customer for choosing Aultman.

INFUSION THERAPY

- ☐ Smile, say hello and introduce yourself.
- ☐ When patient checks in at front desk: smile, say hello and introduce yourself.
- ☐ Start every encounter by stating your name and the role you play in the patient's care.
- ☐ Ask and address the patient by their preferred name.
- ☐ Walk the patient to his/her room on the first visit to infusion therapy, or if he/she is unfamiliar with the room number.
- ☐ The patient should be greeted in his/her room within five minutes by a kind and conscientious staff member.
- ☐ Communicate clearly with positive intent.
- ☐ Always present yourself in a calm and nonrushed demeanor.
- ☐ Tone of voice and nonverbal behaviors should be friendly, compassionate and unhurried.
- ☐ Make patient aware of what is happening at all times.
- ☐ Report all delays to patient and patient's family/support person. Explain safety rationale for delays when applicable.
- ☐ Explain how you are going to do something and why you are doing it.
- ☐ Always perform hand hygiene practices in the view of the patient.
- ☐ Always be aware of noise levels at the nurse station and in the hallway. Close patient doors as appropriate.
- ☐ Provide opportunities for questions.
- ☐ Ask the patient if they have any questions, concerns or worries – before, during and after infusion or procedure.
- ☐ Explain the purpose and side effects of all medications that are administered. Utilize teach-back and written resources.
- ☐ If the patient is a repeat patient, always ask if he/she understands the purpose and side effects of their medication.
- ☐ Ask the patient if he/she has any other questions or needs every time you leave the room.
- ☐ At the completion of the infusion or procedure, explain potential reactions and ask the patient if he/she has follow-up visits with their physician.
- ☐ Communicate who will provide the patient with any lab or test results that may be pending from this visit.
- ☐ Always make yourself available for answering questions in an unhurried manner.
- ☐ Listen and understand.

- ☐ Listen to the patient with empathy.
- ☐ Repeat-back the patient's concerns.
- ☐ Read the patient's body language.
- ☐ Assess every patient for pain or discomfort and offer intervention.
- ☐ Cross-monitor
- ☐ All employees will encourage and peer-check one another to ensure customer service expectations are in use the same way, every time, with every patient.
- ☐ Thank the patient for choosing Aultman and voice your pleasure to care for them.

IV THERAPY

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Verify patient identity with two identifiers.
- ☐ Perform hand hygiene in presence of the patient.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ View surroundings for alerts such as high fall risk, allergies, no-no sleeve, lymphedema signs and equipment placement such as IV poles, tubing, tray tables, walkers and bed rails.
- ☐ Listen to the patient for concerns with insertion site, limitations of use of arms/hands, allergies, etc.
- ☐ Respect physician/patient interactions.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ Document and label dressings; label all specimens in the presence of the patient.
- ☐ Return equipment, i.e. bed rails and tray table, to former position prior to leaving room.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he/she needs.

MAIN 2: ENDOSCOPY & OUTPATIENT SURGERY

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ The patient should be greeted in a timely manner by a kind and conscientious staff member.
 - Introduce yourself and your role in the delivery of care.
- ☐ Present yourself in a calm and nonrushed demeanor.
 - Pay attention to the tone of your voice.
 - Take time to answer the patient's questions and provide explanations.
- ☐ Communicate any expected delays in a timely manner.
- ☐ Ensure the comfort of the patient.
- ☐ Be sure all required medications are available and ready to administer.
- ☐ Following the procedure, ensure that the family members understand the outcome of the procedure.
 - Make yourself available for answering questions again in an unhurried manner.
- ☐ Check that the correct charges are entered in the electronic record at the end of the case to ensure appropriate billing.
- ☐ Thank the patient for choosing Aultman.

NEONATAL INTENSIVE CARE UNIT

Nurse Communication

- ☐ Upon entering a patient room, smile, say hello, and introduce yourself to parent/family.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain to families what you are doing as you care for the patient.
- ☐ Commit to educating families in a way they can understand; utilize teach-back.
- ☐ Utilize whiteboards as communication tools.
 - ☐ Review whiteboards with families when they arrive (any changes, etc.).
- ☐ Upon leaving a patient room, ask the parent if there is anything else he/she needs.
- ☐ Introduce the next nurse to the parent/family when your shift is over.
- ☐ Encourage all parents to participate in family rounds and to use the NICU journal for questions/answers.
- ☐ Encourage all parents to participate in PEEP meetings.
- ☐ Orient parent/family to the NICU, including proper hand hygiene, visiting and support card guidelines.

Responsiveness of Staff

- ☐ Answer call lights promptly and follow through with the parent/family request.
- ☐ Upon entering a patient room, smile, say hello, and introduce yourself to parent/family.
- ☐ Allow family time to ask questions; be respectful and empathetic to all concerns.
- ☐ Upon leaving a patient room, ask the family if there is anything else they need.
- ☐ Ensure call lights are within reach when parents/family are holding baby.
- ☐ Check in on parents/families hourly to see if they need anything and use positive intent to make them aware of when you will be back in the room, etc.

Pain Management

- ☐ Complete a prompt assessment and reassessment of pain on admission, every shift and as needed.
- ☐ Educate parent on anticipated pain specific to procedure/treatment and pain control available to the baby (encourage non-pharmacological approach).
 - ☐ Educate parent/families on cluster care.
- ☐ Practice empathy and a nonjudgmental attitude.

Hospital Environment: Clean & Quiet

- ☐ Complete clean zones at the beginning of each shift and as needed.
- ☐ Linens should not be overflowing; room should be kept neat and tidy.
- ☐ Offer ear plugs, eye masks and care channel to all parents staying overnight.
- ☐ Nurses' stations/pods should be as quiet as possible. Be aware of voice levels.

Communication about Medications

- ☐ Physician/NP should be the first person to tell a parent the plan for medication, including the "what" and the "why."
- ☐ During every medication pass, communicate the following to the parent/family:
 - ☐ Name of medication.
 - ☐ Disease, condition or symptom it treats.
 - ☐ Common side effects associated with the medication.
- ☐ Educate parents/family in a way they understand; utilize teach-back.

NUTRITION SERVICES

- ☐ Knock on the door and ask, "Guest Services, may I enter?"
- ☐ Wait for a response and then enter the room.
- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Inform the patient you have a meal tray.
- ☐ Look at the patient's wristband for two patient identifiers (name and MRN).
- ☐ Set the meal on the tray stand close to or near the patient so he/she can reach it.
- ☐ Before leaving the room, ask the patient if he/she needs anything opened, or if there is anything else he/she needs.
- ☐ Thank the patient for choosing Aultman.

OPERATORS

- ☐ All employees need to answer all telephone calls in the following manner “Aultman Hospital, state area (i.e. ER), state name, may I help you?”
- ☐ Be mindful of tone and display friendly characteristics.

PAIN MANAGEMENT

Front Desk Communications

- ☐ Smile, say hello and greet guests upon arrival.
- ☐ Telephone calls should be answered as soon as possible.
- ☐ Employee should state his/her name to caller in greeting.
- ☐ Kind and knowledgeable employee should assist in giving necessary information.
- ☐ Notify staff of patient's arrival to escort the customer to examination room.
- ☐ Thank the customer for choosing Aultman.

Nurse / Medical Assistant Communication

- ☐ Upon escorting or entering a patient room, smile, say hello and introduce yourself.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ Utilize whiteboards as communication tools.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he/she needs.
- ☐ Inform the patient of the names of other persons that may be part of the patient's care that day.

Pain Management Specific

- ☐ Complete a prompt assessment and reassessment of pain.
- ☐ Educate patient on anticipated pain specific to a procedure or surgery.
- ☐ Set realistic pain goals and expectations with the patient.
- ☐ Educate the patient on what to expect with medication and its side effects.
- ☐ Practice empathy and a nonjudgmental attitude.

Communication about Medications

- ☐ Physician should be the first person to tell a patient the plan for medication; include the “what” and the “why.”
- ☐ During every discussion about the patient’s medication, ask if there are any questions or concerns.
- ☐ For new medications, communicate the following:
 - ☐ Name of medication.
 - ☐ Condition or symptoms it treats.
 - ☐ Common side effects associated with the medication.
- ☐ Educate patient in a way he/she understands; utilize teach-back.

PHARMACY

Clinical Pharmacists:

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Verify the patient with two patient identifiers.
- ☐ Dedicate yourself to helping optimize the patient's medication therapy with the team(s) caring for the patient.
- ☐ Educate the patient in a way they can understand; utilize teach-back, written materials and demonstrations.
- ☐ Upon leaving the patient room during an education session, ask the patient if there is anything else he/she needs.
- ☐ Be available to the patient when the caretaker is present so the caretaker can also understand the medication therapy plan.
- ☐ Answer all questions the patient may have pertaining to their medications.
- ☐ Help ensure the patient has a plan for filling prescriptions when leaving the hospital.
- ☐ Utilize whiteboards and business cards to provide a phone number the patient can call for additional questions.
- ☐ Follow-up will happen with prescribers to clarify any remaining medication issues and the patient will be notified of the outcome.
- ☐ Thank the patient for choosing Aultman.

Medication History Technicians:

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Verify the patient with two patient identifiers.
- ☐ Be empathetic with the patient and family as they gather the needed home medication information.
- ☐ If medication history is unknown by the patient, exhaust all possible sources to gather the patient's home medication profile to ensure a safe and effective hospital stay.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he/she needs.
- ☐ Thank the patient for choosing Aultman.

Staff Pharmacists & Pharmacy Technicians:

- ☐ Throughout the hallways, smile and say hello to all visitors and patients.
- ☐ Guide all visitors and patients to their destination if they are lost.
- ☐ Uphold the highest standards of the profession of pharmacy during all order-entry verification and dispensing of medication.
- ☐ Perform all tasks of dispensing in a safe and efficient manner to provide safe and timely medication therapy.
- ☐ Verify nonformulary patient home medications in order to not interrupt the patient's home medication therapy while admitted.

POST-ANESTHESIA CARE UNIT

- ☐ Patient should be greeted in a timely manner by a kind and conscientious staff member.
 - ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Present yourself in a calm and nonrushed demeanor.
 - Pay attention to the tone of your voice.
 - Take time to answer the patient's questions and provide explanations.
 - Recognize that the patient will likely repeat themselves and stay calm with patient at all times.
- ☐ Communicate any expected delays in PACU length of stay to the family waiting room in a timely manner.
- ☐ Ensure the comfort of the patient.
 - Check body temperature.
 - Turn the lights down.
 - Medicate as necessary.
- ☐ Start the postoperative education regarding items such as:
 - Coughing and deep breathing.
 - Postoperative pain.
 - DVT prevention.
- ☐ Enter the correct acuity level in the electronic record at the end of the case to ensure appropriate billing.
- ☐ Thank the patient for choosing Aultman.

RADIATION ONCOLOGY

Staff Courtesy and Respect:

- ☐ Smile, say hello and introduce yourself before each treatment.
- ☐ Address patient by his/her preferred name.
- ☐ Include family and caregivers in communication when possible.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.

Staff Confidence and Trust:

- ☐ Explain what you are doing as you care for the patient. Communicate positive intent.
- ☐ Make sure patient is aware what is happening at all times.
- ☐ Two forms of ID – inform patient that we do this daily for safety.
- ☐ Manage up yourself and other team members. Refrain from speaking negatively.
- ☐ Be aware of body language.
- ☐ When closing conversation with each patient or family, ask “Is there anything else I can do for you? I have the time.”
- ☐ Report all delays to patient and family/support person.
- ☐ Apologize and thank an unhappy patient or customer for feedback. Take responsibility and make it right.

Begin Treatment as Soon as Desired:

- ☐ Communicate to patient that we will make every effort to begin treatment as soon as planning is completed.
- ☐ Explain to the patient the complexity of treatment planning and reasons why it is important to make sure a customized treatment plan is approved and QA performed prior to each treatment.
- ☐ Make sure patients understand radiation-specific delays that could occur throughout the course of radiation. (Example: machine faults or downtime, work in emergency patient, etc.)
- ☐ Treat patients at scheduled appointment time.

Worries/Concerns During Treatment:

- ☐ Provide time for patient questions.
- ☐ Ask the patient throughout course of radiation if he/she has worries or concerns.
- ☐ Communicate to the patient that you have the time to listen to and address his/her concerns.
 - ☐ Listen with empathy.
 - ☐ Repeat-back concerns.

Explain Management of Side Effects:

- ☐ Ask patients how they are doing daily.
- ☐ Take time to listen if the patient wants to discuss side effects.
- ☐ Educate the patient that side effects are usually specific to the area treated, but every patient will not experience the same side effects during radiation treatment, even when the same site is treated.

Include Teach-back Method:

- ☐ Inform the patient that our team is committed to manage side effects throughout the treatment course.
Explain that the treatment therapist will ask him/her daily about side effects.
 - Inform the patient that the physician and nurse will see him or her weekly and assess the treatment area for changes or increased side effects.
 - Explain that the entire care team is available to assist with side effect management and patient questions at any time.
- ☐ Take time to be sure the patient understands that management of side effects does not mean the patient will not experience side effects throughout treatment, but rather we make an effort to manage and improve the patient's ability to tolerate the side effects and changes experienced during the course of radiation.

RADIOLOGY

- ☐ Smile, say hello and introduce yourself.
 - Start every encounter by stating your name and the role you play in the patient’s care.
 - Ask and address patient by his/her preferred name.
- ☐ Communicate clearly with positive intent.
 - Be aware of your body language.
 - Make patient aware of what is happening at all times.
 - Report all delays to the patient and patient’s family/support person.
 - Explain how you are going to do something and why you are doing it.
 - Always show (using Purell) or state hand hygiene practices.
 - Explain how test results will be received.
- ☐ Provide opportunities for questions.
 - Ask the patient if he/she has any questions, concerns or worries – before, during and after exam or procedure.
- ☐ Listen and understand.
 - Listen to response with empathy.
 - Repeat-back concerns.
 - Read the patient’s body language.
- ☐ Cross-monitor
 - All employees will encourage and peer-check one another to ensure customer service expectations are in use the same way, every time, with every patient.
- ☐ Improvement solutions
 - Make phone calls or send emails to educate patients on exam prep/instructions.
 - Create a timeframe to establish when patients need to reschedule. (Example: interventional radiology has a difficult case and is running two hours behind—offer to reschedule waiting patients and perform service recovery with gift cards for food/gas.)
 - Communicate any delays to patient and family members as soon as possible.
- ☐ Barriers
 - Staff education—how to peer-check.
 - Staff interaction—improve how staff members treat one another.
 - More support/rounding from managers.

REGISTRATION

- ☐ Invest in the beginning.
 - Smile and say hello.
 - Introduce yourself and your role.
 - Explain the process.
- ☐ Elicit the patient's perspective.
 - Listen actively with empathy and intent to understand.
 - Make eye contact when the patient is explaining symptoms.
 - Communicate any delays.
- ☐ Demonstrate empathy.
 - "I'm sorry you feel so bad."
 - Offer water, blankets (if appropriate), wheelchair or any assistance.
 - Apologize for delays.
- ☐ Invest in the end.
 - Provide opportunities for the patient to ask questions.
 - End every encounter with "I hope you feel better soon."

RESPIRATORY

- ☐ Respond to and verify new respiratory therapy orders promptly.
- ☐ Be punctual when providing care scheduled at specific times.
- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Verify the correct patient using two patient identifiers.
- ☐ Explain the purpose of your visit and type of therapy to be performed, including the family.
- ☐ Provide an opportunity for the patient to ask questions before administering treatment.
- ☐ Deliver the care in a professional and proper manner, communicating positive intent.
- ☐ Inform the patient of the next time he/she can expect to see a respiratory therapist.
- ☐ Upon leaving the room, ask the patient if there is anything else he/she needs.
- ☐ Thank the patient for choosing Aultman.

SAME-DAY SURGERY

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Verify the patient's identity and instruct him/her on the next step.
- ☐ Take the patient to his/her room and give further instructions. Ask the patient if he/she has any further questions or needs anything else at this time.
- ☐ Include family members and caregivers in all communications.
- ☐ As the nurse enters the room, smile, say hello and introduce yourself; offer a warm blanket or to adjust the room temperature.
- ☐ At completion of surgery preparation, ask the patient if he/she has any other questions or if the patient needs anything else at this time.
- ☐ Thank the patient for choosing Aultman.

SPIRITUAL CARE

Our Mission

Aultman's Spiritual Care is available 24 hours a day to spiritually and emotionally support patients, families, staff and clergy of all faiths and denominations.

Our Goal

Our objective is to attempt to meet the needs of the whole person, body, mind and soul through routine visits and referrals. We endeavor to facilitate patients and their families with a meaningful journey by active listening, staying in the moment, exploration of faith and other ways that reflect the patient's personality and lifestyle.

Spiritual Care Step-by-Step Process (As defined by clinical pastoral education - CPE)

1. Introduction/rapport building.
2. Assess the need of the patient and family members by allowing them time to share any concerns.
3. The patient may desire to discuss their current illness/reason for being in the hospital/hospice (physical assessment).
4. Check status of patient's social support system, family, friends etc. (sociological assessment).
5. Assess patient's spiritual support system (spiritual assessment).
 - Look for indicators in room or from the patient or family members that assist in the spiritual assessment.
 - If the patient has a faith community, ask if they have been in touch with the patient or if they would like them notified.
 - Explore the patient's faith tradition: ask if his/her present situation has challenged his/her faith or benefited him/her in any way.
 - Ask how we can help journey with the patient/family emotionally and spiritually.
 - Allow the patient the needed time to share concerns and desires. Don't be afraid to be silent and present with him/her, free of distractions. Remember we do not have to fix the patient or the situation, but be supportive and present.
 - Thank the patient and or family members for the privilege of them allowing us to hear their story and be with them.
 - Leave business card in case the patient/family would like to get in touch with you.
 - Chart assessment and visit, and maintain patient/family confidentiality.
 - Notify medical staff with any concerns or needs.

STRESS LAB & ECHO LAB

Nurse/Tech Communication

- ☐ Upon entering patient room, smile, say hello and introduce yourself.
- ☐ Notice tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for patient.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family or caregivers in all communications.
- ☐ Upon leaving patient room, ask patient if there is anything else he/she needs.
- ☐ Introduce any additional staff members caring for the patient.
- ☐ Verbally reinforce how the patient should expect to receive results (blue card review).

Responsiveness of Staff

- ☐ Answer call lights promptly and follow through with any patient requests.
- ☐ Upon answering the light, smile, say hello and introduce yourself.
- ☐ Allow patient time to ask questions; be respectful and empathetic to questions and concerns.
- ☐ Upon leaving patient room/cubicle, ask patient if there is anything else he/she needs.

Pain Management

- ☐ Prompt assessment and reassessment of pain.
- ☐ Educate patient on anticipated pain specific to a procedure or test (stress, echo).
- ☐ Set realistic pain goals and expectations with the patient.
- ☐ Practice empathy and a nonjudgmental attitude.

Hospital Environment: Quiet

- ☐ Front desk and bay area should be quiet and free of excess chatter and laughing.

Communication about Medications

- ☐ Patient should be made aware of any new medications/enhancing agents and associated side effects (lexiscan, dobutamine, aminophylline, NTG, moderate sedation, definity).
- ☐ Allow patients to take meds from home on usual schedule.
- ☐ Educate patient in a way he/she understands; utilize teach-back.

Hospital Environment: Clean

- Over-bed tray should be clean and not cluttered.
- Check floors and area for excess linen, litter, etc.
- Make sure bulletin boards are neat, not cluttered, nothing overlapping and items are laminated.

Physician Communication

- Upon entering patient room, smile, say hello and introduce yourself.
- Explain plan of care to patient including any tests, medications, etc.
- Recognize the patient as a whole person.
- Practice empathy and a nonjudgmental attitude.
- Keep communication open between service lines and physicians.

Discharge Information

- Physician should be the first person to discuss discharge plan with patient (TEE).
- Nurse should repeat discharge plan and ensure patient understands.
- Patient/family should get clear, easy-to-understand discharge instructions including who to call with any questions or concerns.
- Accurate timeframe for discharge should be discussed with patient.
- Method and timeframe of receiving results should be reviewed.

Bay Area

- Patient greeted upon arrival to bay area.
- Nurse introduces self by name.
- Call cord within reach and patient oriented on how to use it.
- Oxygen plugged into wall, not portable tank.
- Monitor plugged in.
- Bed in low position, side rails up.
- Bed alarm wall plug connected.
- Patient comfort: warm blanket, TV, lighting.
- Explain what test the patient will be having.
- Keep patient in the loop if there are any delays expected. Reinforce the wait time for stress scan.
- Do frequent checks to be sure patient is warm, comfortable and doesn't need toileted.
- Communicate whenever patients are moved from one bay to another.

Front Desk

- ☐ Receptionist should always face forward to be aware of a person's arrival.
- ☐ Smile and say hello upon patient arrival.
- ☐ Introduce yourself by name and ask if you can help.
- ☐ Pleasantly explain any required paperwork completion and offer assistance if needed.
- ☐ Explain how the patient should expect to get results and hand the patient a blue card.
- ☐ Explain any known delays, keep the patient in the loop about when to expect to have the test.
- ☐ Offer newspaper, reading materials or assistance with TV as needed.
- ☐ No food or drink at the front desk.

SURGERY RECEIVING

- ☐ Upon entering, smile, say hello and introduce yourself to the patient, family and caregivers.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Be sure to explain to the patient that you are repeating questions other team members have asked because patient safety is a priority at Aultman.
- ☐ Commit to educating patients in a way they can understand; thoroughly explain the procedure and surgical process.
- ☐ Include the family or caregivers in all communications.
- ☐ Allow the patient to ask questions; be respectful and empathetic to all concerns.
- ☐ Upon leaving a patient room, ask the patient if there is anything else he or she needs.
- ☐ Communicate any expected delays in a timely manner.
- ☐ Create a soothing, inviting environment by dimming the lights, playing relaxing music and offering warm blankets.
- ☐ The nurses' station should be quiet and free of excess chatter and laughing.
- ☐ Thank the patient for choosing Aultman.

THERAPY: INPATIENT

- ☐ Upon entering a patient room, smile, say hello and introduce yourself and your role.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Communicate with the patient your intentions before and during treatment, giving the patient opportunity for input.
- ☐ Educate patients in a way they can understand; utilize teach-back.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ If present, include family or caregivers in communications.
- ☐ Utilize whiteboards as communication tools.
- ☐ Upon leaving a patient room, highlight the session in closing and ask the patient if there is anything else he/she needs.
- ☐ Thank the patient for choosing Aultman.

THERAPY: OUTPATIENT

On Initial Visit:

- ☐ Smile and say hello as you approach the patient.
- ☐ Introduce yourself and your role.
- ☐ Ask and address patient by his/her preferred name.
- ☐ Educate patient on the therapy plan and process for follow-up visits.
- ☐ Thank the patient for choosing Aultman at the end of visit.

On Follow-up Visits:

- ☐ Smile and greet the patient upon arrival.
- ☐ Introduce yourself and your role to new patients.
- ☐ Address patient by preferred name if indicated in chart.
- ☐ Discuss progress towards goals or changes in the plan.

Discharge Visit

- ☐ Ensure patient understands any home instructions.
- ☐ Provide opportunity for questions.
- ☐ Thank patient for choosing Aultman (unless not appropriate in sensitive situations).

All Visits:

- ☐ Communicate any potential delays in start time to patient.
- ☐ Be aware of your body language and tone of voice.
- ☐ Communicate positive intent by explaining any new procedures for patient.
- ☐ Be attentive to nonverbal indicators of patient needs.
- ☐ Educate patients in a way they can understand; utilize teach-back.
- ☐ Allow opportunities for questions and expression of concerns.

TRANSPORT

Initial Trip:

- ☐ Locate the patient's nurse and utilize SBAR hand-off communication.
- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Be aware of your nonverbal communication.
- ☐ Communicate clearly to the patient as to where you will be taking him/her.
- ☐ Check for two patient identifiers.
- ☐ Clear the room of equipment/furniture in order to have a clear path for bed to exit.
- ☐ Document what time and where the patient is going on the whiteboard.
- ☐ Before leaving the room, ask the patient if he/she has any questions or needs anything else.
- ☐ Thank the patient for choosing Aultman.

Return:

- ☐ Approach the patient, smile, say hello and introduce yourself.
- ☐ Check for two patient identifiers.
- ☐ Communicate where you will be taking the patient.
- ☐ Once in the room, put the parking brake on the bed and make sure it is lowered to the ground.
- ☐ Plug in the bed and IVAC (if applicable).
- ☐ Wrap the call light cord around the side railing and ensure that it is within the patient's reach.
- ☐ Hit the call light and wait for a nurse to enter the room to complete SBAR hand-off.
- ☐ After the nurse arrives, ask the patient if there is anything else you can do for him/her.
- ☐ Thank the patient for choosing Aultman.

VALET

Customer Arrival:

- ☐ We are the “first impression” of Aultman to many of our patrons. Practice empathy and a nonjudgmental approach.
- ☐ Smile, say hello and introduce yourself.
- ☐ Ask if the customer would like valet parking and how long they anticipate staying at the hospital.
- ☐ If customer does not meet the requirements for free valet parking based upon the reason of their visit, ask if they are a disabled motorist.
- ☐ Inform paying customers to render payment upon exiting and remind Generations members to present their membership card to receive the discounted rate.
- ☐ Smile, hand the customer their claim tag and instruct them to turn it in upon exiting.

Customer Departure:

- ☐ We are now the “last impression” of Aultman. Again, practice empathy and a nonjudgmental attitude.
- ☐ Smile, say hello and introduce yourself.
- ☐ Ask the customer if he/she is ready for his/her vehicle.
- ☐ Kindly inform the customer of the fee (when applicable) and ask if a receipt is desired
- ☐ Inform customers that their vehicles will be up shortly.
 - Upon returning with the vehicle, make eye contact with the customer, smile and tell him/her to take care or have a nice day (rest of your day/evening).
 - Thank the patient for choosing Aultman.

VASCULAR LAB

- ☐ The patient should be greeted in a timely manner by a kind and conscientious staff member.
 - Smile, say hello and introduce yourself and your role in the delivery of care.
- ☐ Verify the correct patient using two patient identifiers.
- ☐ Present yourself in a calm and nonrushed demeanor.
 - Pay attention to the tone of your voice, eye contact and facial expressions.
 - Practice empathy and a nonjudgmental attitude.
- ☐ Explain the purpose of the exam to be performed and what the patient should expect.
 - Take time to answer the patient's questions and provide explanations.
- ☐ Communicate any expected delays in a timely manner.
- ☐ Ensure the comfort of the patient.
- ☐ If staff is available, escort the customer to desired location.
- ☐ Before the patient leaves, ask if there is anything else he/she needs or any additional questions answered.
- ☐ Thank the customer for choosing Aultman.

VENIPUNCTURE & IV THERAPY

- ☐ Upon entering a patient room, smile, say hello and introduce yourself.
- ☐ Verify patient identity by asking patient to state name and date of birth when possible.
- ☐ Perform hand hygiene in presence of the patient.
- ☐ Listen to the patient for concerns with draw site, limitations of use of arms/hands, allergies, etc.
- ☐ View surroundings for alerts such as high fall risk, allergies, no-no sleeve, lymphedema signs and equipment placement such as IV poles, tray tables and bed rails.
- ☐ Label all specimens in the presence of the patient.
- ☐ Explain reason to patient if returning for recollect or timing of next draw.
- ☐ Respect physician/patient interactions.
- ☐ Return equipment, i.e. bed rails and tray table, to former position prior to leaving room.
- ☐ Thank the patient for choosing Aultman.

WOUND CARE

Nurse Communication

- ☐ Upon approaching the patient, smile, say hello and introduce yourself.
- ☐ Present yourself in a calm and nonrushed demeanor.
- ☐ Pay attention to the tone of your voice, eye contact and facial expressions.
- ☐ Practice empathy and a nonjudgmental attitude.
- ☐ Explain what you're doing as you care for the patient.
- ☐ Communicate any expected delays in a timely manner.
- ☐ Commit to educating patients in a way they can understand; utilize teach-back.
- ☐ Include family and/or caregivers in all communications.
- ☐ Upon leaving a patient, ask the patient if there is anything else he/she needs.

Responsiveness of Staff

- ☐ Answer call lights promptly and follow through with any patient requests.
- ☐ Upon approaching the patient, smile, say hello and introduce yourself.
- ☐ Allow the patient time to express his/her needs and to ask questions; be respectful and empathetic to all concerns.
- ☐ Upon leaving, ask the patient if there is anything else he or she needs.

Pain Management

- ☐ Complete pain assessment at the initial assessment completed before wound care treatment.
- ☐ If patient is having pain, the pain is to be addressed and an assessment of the pain taken every hour during visit.
- ☐ Practice empathy and a nonjudgmental attitude.

Hospital Environment: Clean & Quiet

- ☐ Linens should not be overflowing laundry bags or garbage overflowing trash cans.
- ☐ Clutter of unused equipment should be put in storage areas.
- ☐ Nurses' station and halls should be as quiet as possible. Be aware of voice levels.
- ☐ Apologize if there is a noisy patient; offer to pull the door shut if appropriate.

Communication about Medications

- ☐ Acknowledge any medication changes the patient lists at each wound care visit and ask if the patient has any questions.
- ☐ Instruct the patient to notify the staff of any medication changes.
- ☐ During every medication pass and dressings with medication, communicate the following:
 - ☐ Name of medication.
 - ☐ Symptoms it treats.
 - ☐ Common side effects associated with the medication.
- ☐ Educate patient in a way he/she understands; utilize teach-back.

Discharge Information

- ☐ Nurse should repeat discharge plan and ensure the patient understands.
- ☐ Patient/family should get clear, easy-to-understand discharge instructions including who to call with any questions or concerns.