RE-SHAPING COMMUNICATION SKILLS: ENHANCING THE PATIENT EXPERIENCE

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EFFECTIVE COMMUNICATION & THE PATIENT EXPERIENCE

• Revisiting effective communication processes

• Examples:
  * Tone of Voice
  * Choice of Words
  * Verbal & Non-verbal cues
MAKING CONNECTIONS: EFFECTIVE COMMUNICATION, PT. EXPERIENCE(S) & HCAHPS (HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS)

• Your Care from Nurses

• During this hospital stay, how often did nurses treat you with courtesy and respect?

• During this hospital stay, how often did nurses listen carefully to you?

• During this hospital stay, how often did nurses explain things in a way you could understand?

• During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
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• Your Care from Nurses
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• Examples??
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• During this hospital stay, how often did nurses listen carefully to you?
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• During this hospital stay, how often did nurses explain things in a way you could understand?

• EXAMPLES??
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- During this hospital stay, how often did nurses explain things in a way you could understand?

- EXAMPLES ??
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• During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

• EXAMPLES ??
STRATEGIES TO ENHANCE COMMUNICATION, INCREASE PATIENT EXPERIENCE

- Be aware of both verbal & non-verbal communication
- Be aware of the power of the spoken word (examples ???)
- Be aware of the importance of “clarifying” (examples ???)
- Beware of the power of “active listening”
- Open ended or closed ended questions?
What is the role of empathy?

Examples……..

How can empathy enhance communication skills, increase the patient experience and positively impact HCAHPS scores?

Examples……..
IT’S OFTEN THE LITTLE THINGS…….

Examples: