Reconnect to Why - Restore, Refocus and Recommit

Presenters:
Karen Kaley
Liz Mahon
Sarah Montanari
Reconnect to Why

Transform how you connect to the patient experience.
Karen Kaley
RN - Women’s & Children’s

Liz Mahon
Director Physical Medicine & Rehab

Sarah Montanari
Patient Experience Manager
Nine-hospital system

Teaching hospital

Nonprofit

Faith-based

Established in 1843
Saint Joseph Hospital

- **Inpatient**: 365 Beds - 18,600 Discharges
- **Emergency**: 53,123 Visits
- **Outpatient**: 40,339 Visits
- **Clinic**: 59,778 Visits
- **FTEs**: 2,187
- **Med Staff**: 1,542
When you were first hired, why did you choose to work here?
Importance of Why – Simon Sinek

Mission, Vision and Values

**Mission**
We reveal and foster God’s healing love by improving the health of the people and communities we serve, especially those who are poor and vulnerable.

**Vision**
*Inspired by our faith,*
We will be distinguished as the premier person-centered health system and trusted partner.

We will share accountability with clinicians and other stakeholders to coordinate care across all settings and improve access, quality, health outcomes and affordability.

We will grow as community-based health networks to serve more people in partnership with others who share our vision and values.

**Values**
Excellence    Caring Spirit    Integrity    Safety
Stewardship    Good Humor
What is YOUR Purpose Why?
Text Us!

One word that sums up your why:
What would YOU want for YOUR loved one?
Service Behaviors Through Our Patients' Eyes
Communication Skills to Enhance Our Patient Relationships

Introduce Yourself to Me
While I am a patient at your hospital, my room is my home away from home.

Include Me
I am part of the care team. I want to participate in my care, have choices and have a voice.

Listen Carefully to Me
Active listening is more than just paying attention. Be fully present with me without distractions, judgements or interruptions.

Explain Things Understandably
Get to know me and tailor your communication to my knowledge, concerns, fears and learning style.

Show Me Compassion
I know you are very busy and that I am not your only patient. By showing compassion, I feel you care about me which allows me to relax and focus on my recovery.

Reassure Me
I may be afraid or vulnerable. I count on you to be here for me.
TouchPoints - (Conant & Norgaard)

Heart

- Why
- Connection

Hands

- How
- Skill

Head

- What
- Rational

Why

Heart

Hands

Head

Connected

Skilled

Rational

= Disconnected

How

Heart
Connected

Hands
Skilled

Head
Rational

= Unskilled

What

Heart
Connected

Hands
Skilled

Head
Rational

= Irrational

Creating TouchPoints

Communication
Communication Video

https://www.youtube.com/watch?v=yR0lWICH3rY
Communication is a Problem

$12 Billion wasted annually as a result of communication inefficiencies.²

92% physicians use unsecure SMS for patient care risking HIPAA violations, data breaches, and fines of up to $1.5 million per year.³

70% accidental deaths & serious injuries in hospitals linked to communication failures.¹

81% of patients agreed communication made a difference in whether a patient lives or dies.

60% of 2,034 communication breakdowns was the root cause of medical errors, of which 75 percent resulted in a patient's death.

80% of malpractice claims are attributed to failures in communication of the physician.

“THE SINGLE BIGGEST PROBLEM IN COMMUNICATION IS THE ILLUSION THAT IT HAS TAKEN PLACE.”

—GEORGE BERNARD SHAW
“MOST PEOPLE DO NOT LISTEN WITH THE INTENT TO UNDERSTAND; THEY LISTEN WITH THE INTENT TO REPLY.”

STEPHEN COVEY
Intention Vs. Impact

intent

impact

awareness gap

pixipired.com
My Why

Person

Intentions

Private

What I actually SAY

Filter #1
Encoding

Person
Intentions
Private

All this, PLUS

Here’s what I heard and saw
Here’s what I understood the message to be and my impact

Here's what I understood the message to be and my impact

Word Tone Body Language

Here's what I heard and saw

My Why

Person 1

Filter #1
Encoding

Person 1's Actions
Public

Filter #2
Decoding

Person 2

Intentions Private

What I actually SAY

Private

Closing that Gap
Communicating the Why?
What are YOU really saying?
How You Communicate

- Words: 55%
- Tone: 38%
- Body Language: 7%

http://changingminds.org/explanations/behaviors/body_language/mehrabian.htm
Body Language

- Facial Expressions
- Eye Contact
- Gestures
- Posture
- Touch
Tone

- Intensity
- Emphasis
- Sounds
- Timing and Pace
## Tips for Effective Communication

<table>
<thead>
<tr>
<th>Body Language</th>
<th>Tone/Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Smile</strong></td>
<td><strong>Smile before speaking</strong>, it will cause you to have a friendly tone</td>
</tr>
<tr>
<td><strong>Eye contact</strong> (especially when around technology)</td>
<td><strong>Don’t speak too quickly</strong></td>
</tr>
<tr>
<td><strong>Sit down</strong> (if able) / communicate at eye level</td>
<td><strong>Be professional &amp; respectful</strong></td>
</tr>
<tr>
<td><strong>Body language</strong> should reinforce/match up with what you are saying</td>
<td><strong>Vary your voice, tone, and pitch</strong></td>
</tr>
<tr>
<td>[Reading body language] <strong>Does the person seem comfortable?</strong> (do their arms and eyes seem restricted?)</td>
<td><strong>Speak with confidence &amp; assurance &amp; warmth</strong></td>
</tr>
<tr>
<td><strong>Use compassionate touch</strong> (when appropriate)</td>
<td><strong>Emphasize</strong> the right words</td>
</tr>
</tbody>
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## Tips for Effective Communication

<table>
<thead>
<tr>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start with WHY</strong></td>
</tr>
<tr>
<td><strong>Refer to others by preferred (usually first) name</strong></td>
</tr>
<tr>
<td><strong>Greet others (say hello)</strong></td>
</tr>
<tr>
<td><strong>Be genuine</strong></td>
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<tr>
<td><strong>Provide opportunities for others to ask questions</strong></td>
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<tr>
<td><strong>Listen with empathy &amp; with an intent to understand</strong></td>
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<tr>
<td><strong>Listen without interrupting</strong></td>
</tr>
<tr>
<td><strong>Provide feedback/Use active listening</strong></td>
</tr>
<tr>
<td><strong>Minimize distractions &amp; multitasking</strong></td>
</tr>
<tr>
<td><strong>Use Plain Language (like a conversation with a friend)</strong></td>
</tr>
<tr>
<td><strong>Be brief, yet specific/Simplify the complex</strong></td>
</tr>
</tbody>
</table>
Star & Check Activity

- Don’t jump to conclusions
- Assume positive intent
- Talk to the source - talk to not about
- Separate facts from stories
- Listen
- Seek to first understand; then seek to be understood
- Use 24 and 48 hour rules
The pessimist sees difficulty in every opportunity
The optimist sees opportunity in every difficulty

~ Winston Churchill
RUNNING ON EMPTY
Filling YOUR tank
## YOUR Energy

<table>
<thead>
<tr>
<th>Energy</th>
<th>Description</th>
<th>Overuse</th>
<th>Underuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td>Diet, exercise and</td>
<td>Exhaustion</td>
<td>Lack of movement</td>
</tr>
<tr>
<td></td>
<td>rest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emotional</td>
<td>Connection</td>
<td>Disconnected from self</td>
<td>Disconnected from others</td>
</tr>
<tr>
<td>Mental</td>
<td>Curiosity</td>
<td>Analytical overload</td>
<td>Boredom</td>
</tr>
<tr>
<td>Spiritual</td>
<td>Purpose</td>
<td>Always on focused on a</td>
<td>Disconnected from meaning and purpose</td>
</tr>
<tr>
<td></td>
<td></td>
<td>cause</td>
<td></td>
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</tbody>
</table>

There is no fault, only responsibility.”

Rob Liano
“I’m sure glad the hole isn’t at our end!”
Help Each Other Out

Compassion & Empathy
Candid & Respectful
Questions?
Win a chance for a Complimentary 2018 Conference Registration by completing the evaluation for each session you attend. Just an easy click on the Feedback Icon found on your mobile app and a few moments of your time to complete the evaluation. Your feedback is very important to us!