Family Check-In Calls

Marianjoy Labor Pool Volunteers
Patient/Family Relations at Marianjoy

SBAR

• **Situation:** Recent visitor restrictions have limited family access to patients at Marianjoy.

• **Background:** Restrictions have resulted in increased call volume from families who feel disconnected with their loved ones in our care. Increased call volume has put additional pressure on our Nursing staff.

• **Assessment:** To the best of our ability, we’d like families to feel connected to our patients and free Nursing Units from answering phone so they can focus on patient care.

• **Recommendation:** Put together a workstream of volunteers to proactively reach out to families with a supportive phone call that displays the same level of care & concern as if they were at Marianjoy in person.
Family Check-In Calls: Roles & Responsibilities

Our Purpose...

Meet the needs of patients & family members by proactively contacting family members to offer personalized support.

How we do it...

- Facilitate focused phone conversations
- Remain cognizant of HIPAA guidelines
- Demonstrate Emotional Intelligence
- Collaborate with appropriate Nursing Units
- Update call logs with appropriate follow-up actions
- Demonstrate knowledge of policies, procedures, & appropriate resources available to families & patients
Facilitating a Focused Conversation

How Rotate Your Conversation Around Your Purpose/Mission

- Setting the tone
- Know what you’re allowed to say
- Managing Responses

Purpose
<table>
<thead>
<tr>
<th>Challenge</th>
<th>Details</th>
<th>Mitigation</th>
</tr>
</thead>
</table>
| Setting The Tone          | As the person initiating the call, it’s up to you to set the stage for a comfortable & supportive conversation | • Use the script  
• Practice your introduction out loud to yourself or a family member                                                                  |
| Know what you’re allowed to say | You may be asked some unusual weird or difficult questions. Being prepared to not have an answer is just as important as having an answer. Additionally, basic knowledge of HIPAA guidelines will better help you navigate these conversations. | • Review the training guide regarding general COVID-19 questions, family members expressing severe distress  
• Prepare a statement for questions with no known answers “That’s a very good question...”                                                       |
| Managing Responses        | Emotions are high during this crisis. The person on the other end of the phone may be irrationally or even rationally angry. | • Demonstrate emotional intelligence  
• Prepare statements that demonstrate empathy  
• “I’m sorry this is happening to you, we’ll do everything we can to help you and your family member”                        |
### General HIPAA Guidelines & Phone Call Etiquette

#### DO’S

- Communicate medical/nursing questions to any clinical personnel **directly involved** in that patient’s care
- Show empathy whenever possible
- Lock your terminal when stepping away
- Feel free to **not** answer a question if you’re unsure

#### DON’T’S

- Make statements alluding to a patient’s *past, present, or future condition or progress*...
  - “He/she is doing very well...”
- Make any promises about follow-up...
  - Instead, let the person know you will deliver the request to the appropriate person

---

**While the person you are speaking to may already have knowledge of the patients protected health information (PHI), you should always speak to them as if they don’t know.**
What is Emotional Intelligence?

“The capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships.”

- Daniel Goleman (1998)

Why is it Important?

Emotional Intelligence affects how we coach others, negotiate complex social situations, and make decisions.
Breaking Down Emotional Intelligence

- Personal Competence
  - Social Competence
  - Feeling
    - Self Awareness
      - Social Awareness
        - No Control
        - High Control
  - Response
    - Self Management
      - Relationship Management
How does this impact your role?

The situation we are in WILL make us feel the full range of human emotions at times.

We have no control over that, and that’s OK!

No matter what happens, nothing & nobody can ever take away your freedom to choose how you’re going to respond.
You can be an active listener by:

- Remaining present.
- Aligning your words, tone, and body language.
- Asking more questions.
Other Considerations

Operational Information

• **Shift Times**
  • 7:30am-1:00pm
  • 11:30am-5:00pm

• **Machinery:** Be careful of the equipment in the room where you are making calls.

• **COVID-19 Questions**
  • No COVID-19 patients at Marianjoy at this time
  • Refer general questions to Illinois Department of Public Health (IDPH) website or call (800) 889-3931

• **Collaborating with Nursing Staff**
  • Make sure to introduce yourself to the unit on your first day
  • Other considerations?

• **Follow-Up:** Touch base on Friday (4/10) to discuss...
  • What’s working?
  • What can we do better?
  • Other questions or concerns...
Questions, comments, or concerns about...

- The Role
- Training Guide
- Anything you saw here today
Thank you!