One Point Lesson: C-I-CARE

Purpose: To provide an overview of C-I-CARE and our culture of Compassion.

What is C-I-CARE?

C-I-CARE is a framework for structuring best practice communications and developing relationship-based care approaches with patients, families, and our colleagues.

In our changing healthcare landscape, patient experience has become a key metric for quality outcomes, financial payment, and organizational growth. And more importantly, delivering compassionate communication and care is what we are here for!

The C-I-CARE Core Four

Every department has unique work environments, and therefore unique C-I-CARE templates. All of Stanford Health Care shares the following “Core Four” practices, ensuring effective and compassionate interactions every time.

We are all C-I-CARE!

Additional information can be found on the SHC Intranet (http://portal.stanfordmed.org/depts/cicare/pages/default.aspx) or by emailing cicare@stanfordhealthcare.org