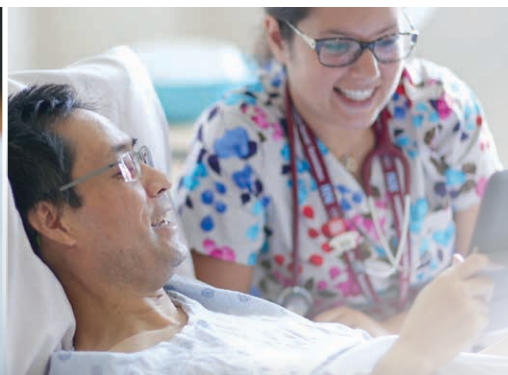


This is what we heard from our patients and families:

As a patient I ask that you always...



Communicate with *compassion*

Introduce yourself and your role to me.

Make me feel welcome when I approach you. Smile. Look at me. Say “welcome to...” or “how can I help?” If I’m lost, please walk me to where I need to go, don’t just point.

Inform me about my care plan and daily activities.

Stop. Look and listen to me.

Respond promptly and courteously to my questions or concerns. If you don’t know the answer, please find someone who does.

Collaborate with *compassion*

Include me and those important to me in decisions about my care, in a way I can understand.

Get to know me and care about me as a person, by asking about my interests and preferences.

Say “here is what we can do for you...” instead of what you can’t.

Speak positively about the people who work here.

Respond with *compassion*

Answer my call bell promptly. If you can’t help me, please find someone who can.

Follow through on what you said you would do.

Initiate gestures of compassion to show me you care.

Apologize for problems or inconveniences.