



Sunday, 11/7/2021

## **TODAY'S BRIDGING THE GAP BEHAVIOR:**

**Presentation** || Always use the 10-5 rule | At 10 ft., we make eye contact | At 5 ft., we give a greeting

The 10-5 rule is a great technique to make a positive first impression. The 10-5 Rule is the single best, and probably easiest, practice to deliver authentic hospitality. We choose to use the 10-5 rule to show patients, family, and visitors that we are hosting them as our guests. The hospital can be a foreign environment, and the best way to serve is to take on the mentality of a host, to treat people as if they were coming into your own home. Serving people is a choice, and using the Bridging the GAP framework is our way to choose excellent service every day.

## **HEAR FROM OUR PATIENTS**

A patient at the 9711 Imaging Center shared a review about the care received: *"The associate Wayne at the front desk was very professional and helpful with a welcoming smile. The technician Luis was fantastic, really made the process relaxing and easy."*

## **DISCUSSION QUESTION TO ENGAGE YOUR TEAM**

Have you ever used the 10-5 rule when you are not at work? What does using the 10-5 rule communicate to patients, family, and other visitors when we greet them like this at our entities?

## **DEPARTMENT OPERATIONS:**

- Previous Day Recognition
- Areas of Focus for the day
- Outstanding Operational Issues
- Hospital Announcements

## **QUOTE OF THE DAY:**

"Saying, 'Good Morning,' has this refreshing feel to it. It feels like a warm shower after rolling in mud. You can practically feel the weight of the previous day wash off your back." - Unknown



Monday, 11/8/2021

## **TODAY'S BRIDGING THE GAP BEHAVIOR:**

**Coordination** || Communicate and connect | We listen to understand | We are courteous | We communicate often and welcome constructive feedback

Let's refresh ourselves on the feelings our patients experience while seeking care. They are scared, stressed, and confused. Through Coordination, we can guarantee we have addressed all of these negative emotions. We are stewards of our patient's care. We not only provide them with care and treatment, but we must guide them through the process – something we call building the bridge.

## **HEAR FROM OUR PATIENTS**

A patient that visited Fort Washington Medical Center shared the following: *"The visit was a good experience because the Doctor and Nurses listened and explained to me everything they were going to do to find out what was wrong me. Nurse Ivy, was very kind, although it was very busy that morning, Nurse Ivy keep checking on me and made sure I was comfortable."*

## **DISCUSSION QUESTION TO ENGAGE YOUR TEAM**

Oftentimes people look like they are listening, but are they actually listening? What are some ways that you have felt someone was not listening to you? What were they doing? How did that make you feel?

## **DEPARTMENT OPERATIONS:**

- Previous Day Recognition
- Areas of Focus for the day
- Outstanding Operational Issues
- Hospital Announcements

## **QUOTE OF THE DAY:**

"Coming together is a beginning, staying together is a process, and working together is a success." - Henry Ford



Tuesday, 11/9/2021

## **TODAY'S BRIDGING THE GAP BEHAVIOR:**

**Empathy** | | Look using Eye Contact | We look others in the eye when we talk to them

Our Bridging the GAP framework says that we commit to demonstrating empathy by Looking using Eye Contact. It shows we are present and engaged by looking others in the eye when talking to you and talking to them. Taking the time to be present and engaged by using eye contact is vital when caring for our patients.

## **HEAR FROM OUR PATIENTS**

A Fort Washington Medical Center Emergency Department patient shared the following about the care provided: *"The first lady I met with to get checked-in was amazing. She was very compassionate, caring and professional. She had me laughing even though I wasn't feeling well. She was just great. All of the nurses in Triage were very nice and caring. They all made me laugh every time they came in to check on me. During radiology, they were very nice, asked a lot of questions to make sure I wasn't nervous and had me laughing as well the whole time I was there. Very informative and compassionate. Lastly, the doctor was great - I had fell asleep and he couldn't wake me up at first so he politely kept calling my name until I was awake. He then explained everything to me and kept checking to make sure I was fully awake. He was very professional and had great bedside manners."*

## **DISCUSSION QUESTION TO ENGAGE YOUR TEAM**

In our busy day to day tasks, it can be easy to get caught up in the documentation aspect of patient care. How can we make sure we stay engaged with our patients and each other?

### **DEPARTMENT OPERATIONS:**

- Previous Day Recognition
- Areas of Focus for the day
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## **QUOTE OF THE DAY:**

"Empathy has no script. There is no right way or wrong way to do it. It's simply listening, holding space, withholding judgment, emotionally connecting, and communicating that incredible healing message of you're not alone." - Brene Brown



Wednesday, 11/10/2021

## **TODAY'S BRIDGING THE GAP BEHAVIOR:**

### **GAP Framework || Prepare them for what's next**

Have you ever given someone directions? In each step of the directions, you are preparing someone for what's next. One of the most widely used ways to give someone good directions is to have them look for a landmark. In some cases, we may not know exactly how far the distance is between the last point and the next point, or maybe we even forget the street name, but we can always recall landmarks. So we say, "You'll see a bank on the corner with a blue sign. Turn right there." or perhaps "If you have reached that fast food restaurant, you've gone too far." When we talk about Bridging the GAP for a patient by preparing them for what's next, that's just what we are doing. We have looking to give our patients landmarks in their care to help ease their stress. We know patient worries usually stem from them feeling uncertain about their future, so we address it to make them feel calm. When our patients feel calm and relaxed, they are better able to listen and participate in their care.

## **HEAR FROM OUR PATIENTS**

A patient was pleased with their care after leaving Rockville Urgent Care as the Team was preparing their patient's for what is next. *"Very professional and courteous staff at the Adventist Urgent care, Rockville. This was not the first time I've needed to visit this Urgent care, and this visit was as efficient and timely as the last time I was there. Everyone was so nice and helpful. I would not hesitate to seek care there when needed for myself or my family."*

## **DISCUSSION QUESTION TO ENGAGE YOUR TEAM**

When preparing a patient or their family for what's next, what have you or your Team members seen that works best in your department or unit?

### **DEPARTMENT OPERATIONS:**

- Previous Day Recognition
- Outstanding Operational Issues
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## **QUOTE OF THE DAY:**

"There is no substitute for a clear vision and a decisive direction."- Dick Morris



Thursday, 11/11/2021

## TODAY'S BRIDGING THE GAP BEHAVIOR:

### L.A.S.T Service Recovery Model || S | Solve the problem

To develop the best solution, we use the model of the Three A's: **Achievable** - Achievable means we can deliver on it. You should ask yourself, "can we perform this service recovery?" If we cannot make it happen, we cannot promise it. **Available** - Available is ensuring that the solution is possible. You should ask yourself, "can the service recovery be done that day or when the patient needs it?" It is important to call ahead to make sure that the service is available, whenever possible and appropriate. **Appropriate** - Appropriate means that the service you provide satisfies the patient's needs. The solution must be proportional to the situation – like for like.

## HEAR FROM OUR PATIENTS

This patient was frustrated when she had a long wait time, and the Laurel Urgent Care Team solved the problem by keeping them informed on the wait time, which also put her at ease. The patient left a comment saying, *"The nurse I saw was AMAZING! This was one of the only positive aspects of my experience. She was attentive, kind, compassionate, and kept me informed about why I was kept waiting so long at every step of the visit. I only wish I had caught her name because I would have liked to mention her by name to give her kudos for such an excellent job."* As you can see in the comment,

## DISCUSSION QUESTION TO ENGAGE YOUR TEAM

When applying the S portion of L.A.S.T. in your day to day, how do you do to keep the requests and needs of the patients and their family you interact with, at the forefront of your mind? What are some scenarios you have encountered with unhappy patients, and how did you solve the situation?

## DEPARTMENT OPERATIONS:

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## QUOTE OF THE DAY:

"In many situations involving service recovery- the problem itself became the catalyst for the creation of an even greater trust as the companies took the issues head-on and worked through the difficult problem in a way that restored confidence." -Stephen Covey



Friday, 11/12/2021

## **TODAY'S BRIDGING THE GAP BEHAVIOR:**

**Presentation** | | AIDET | We Acknowledge others | Introduce ourselves | Set the Duration of the encounter | Explain what's next | Thank every time

At Adventist HealthCare, we have an easy to use tool that assists us in making effective introductions to our patients and peers called AIDET. It is vitally important to introduce yourself to others so they know who you are and how you may assist them. Think about visiting a restaurant or a store. What does a waiter or salesperson do when they meet you for the first time? Introduce themselves! They want you to know who they are and that they are there to assist them. Would you rather be cared for by "a guy" or by "your nurse Mike"?

## **HEAR FROM OUR PATIENTS**

A patient was in awe at the outstanding care she received while at Rockville Urgent Care: *"The LPN and the front desk lady were amazing. Both were very friendly and upbeat. Quite frankly, this was the best experience I ever had at any urgent care"*

## **DISCUSSION QUESTION TO ENGAGE YOUR TEAM**

How does it make you feel when someone acknowledges your presence with a smile, nod, or greeting? How about when they avoid eye contact and do their best to ignore you? How can you and your Team practice the Presentation Support today to wow your patients and their families?

## **DEPARTMENT OPERATIONS:**

- Previous Day Recognition
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## **QUOTE OF THE DAY:**

"It's not just about being better. It's about being different. You need to give people a reason to choose your business," - Tom Abbett



Saturday, 11/13/2021

## **TODAY'S BRIDGING THE GAP BEHAVIOR:**

**Coordination** | | Close the loop | We follow up and follow through | We do what we said we are going to do

Closing the loop is what ensures we maintain our patient's trust. We honor our word by following through and following up. In 1846, Florence Nightingale wrote in her Notes on Nursing: "apprehension, uncertainty, waiting, expectation, and fear of surprise, do a patient more harm than any exertion.... Always tell a patient, and tell them beforehand, when you are going out and when you will be back, whether it is for a day, an hour, or ten minutes." Coordination is a critical part of our work and vital to providing a world class experience. When we do what we said we were going to do, we build trust with our patients and each other. When we follow up and follow through, we demonstrate our integrity values. When we close the loop, we do the vital work of validating that our efforts met their needs.

## **HEAR FROM OUR PATIENTS**

Coordination is all about working together as a Team. A patient who was discharged a few weeks ago from Fort Washington Medical Center was happy with the coordination from 4 East Team. *"My experience was very positive. In fact, if I had to rate the nurses, doctors, the whole hospital, and all other staff from 0-10 they would all get 10. Thank you so much!"*

## **DISCUSSION QUESTION TO ENGAGE YOUR TEAM**

What was a recent issue your patient experienced that you helped them resolve? How did you resolve it and close the loop?

## **DEPARTMENT OPERATIONS:**

- Previous Day Recognition
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## **QUOTE OF THE DAY:**

"Your most unhappy customers are your greatest source of learning." - Bill Gares