

## PATIENT-CENTERED POSITIVE INTENT COMMUNICATION

Please emphasize and use keywords such as *safety, privacy, quality, care, comfort, teamwork,* and *excellent care* during all interactions.

Giving explanations and sharing positive intent will enhance the patient's/family member's understanding and perception of their care experience. Explaining positive intent involves telling the patient (or another customer) how your action benefits the patient. Healthcare professionals often engage in daily activities without thinking and proceed through the day on automatic pilot. Healthcare professional are unaware how the *patient or family member perceives* every action during their visit. Since most patients do not work or understand the healthcare profession. Healthcare professionals taking time to explain actions helps the patient to understand what *safety, privacy, quality, care, comfort, teamwork,* and *excellent care* looks like. All caregiver actions are done to engage or benefit the patient or family member, so share why your are taking a specific action and how it benefits the patient.

Healthcare professionals focused on engaging the patient will build trust, understand care plan actions from a positive perspective and create a safe environment for quality care. Explain actions as while performing a task to help ease the patients inner dialogue of “am I receiving quality or safe care” or “I wonder why they are doing that?” Please feel free to make your own positive intent statements for your actions as a caregiver.

Caregiver Action	Positive Intent Explained
Caregiver closed curtain (or door)	“I am going to close your curtain (or door) as I want to protect your privacy and give you an opportunity to rest.”
Caregiver or Admitting clerk describes how long a procedure will take	“We can’t pinpoint exactly how long you’ll be waiting. My estimate is about _____ minutes/hours. I will give you updates when I get updated information.” You can also check with me in _____ minutes/hours if you are wondering. Our goal is to keep you informed and comfortable.’
Caregiver provides a family member the hospital’s phone number	“You can call for an update whenever you want to and I will be happy to provide you any new information.” or “I want you to rest easy knowing you can reach one of us day or night to get an update on your mom.”
Caregiver pushes resistant patient to get up and walk or sit in a chair	“It’s very important for you to sit up in the chair/walk/do breathing exercises in order to heal and regain your strength.” “I care about your recovery and want you to feel better.”

Caregiver Action	Positive Intent Explained
Caregiver explains use of call light to patient	“If you anything, please feel comfortable to push your call light. Keep in mind that it may take us a little time to get to your room, so be sure to push it as soon as you know you need assistance. I am here to help you and want to take care of your needs in as quickly as possible.”
Caregiver explains drawing labs in early am	“We will be (or are) taking blood from you early in the morning. We do this first thing in the morning to ensure the results are ready for your doctor to review when he gets here.”
Caregiver asks patient to go to the bathroom prior to radiology exam	“Before I take you to your radiology or physical therapy, please use the restroom. The exam can take up to 45 minutes and we want you to be as comfortable as possible throughout your exam.”
Caregiver put side rails up	“I am putting the side rails up for your safety. The side rails are nice way to keep you from falling should you roll over.”
Caregiver uses hand gel when entering and leaving a room	“I am using the alcohol hand gel to sanitize my hands before I enter and when I leave. This is one way to prevent infections from spreading and ensure your well-being.
Caregiver hands patient a blanket	“I want you to be comfortable so I brought you a blanket to keep you warm.”
Caregiver takes vitals	“I am here to check your vital signs. This information helps us monitor your condition.
Caregiver turns away from patient to enter notes into Cerner	As we talk, I will be putting information into my computer and listening to what you tell me. For your safety, we put the information in the computer so all of the team to provide quality care can use it.
Caregiver start an IV	“I will be starting an IV so we can provide fluids and medications that will help you get better.”
Caregivers do a time out before procedure	“In order to ensure your safety the team takes a time out prior to your procedure to re-validate key information. This ensures that we are all on the same page and providing high quality care.”
Caregiver puts on an ID arm band	“I’m putting on your patient ID which is used to verify your identity throughout your stay. “ The armband is used for your safety. Your healthcare team will be looking at it and asking you to verify your name and birth date.” “This is our way to ensure you receive the correct treatments and medications.”