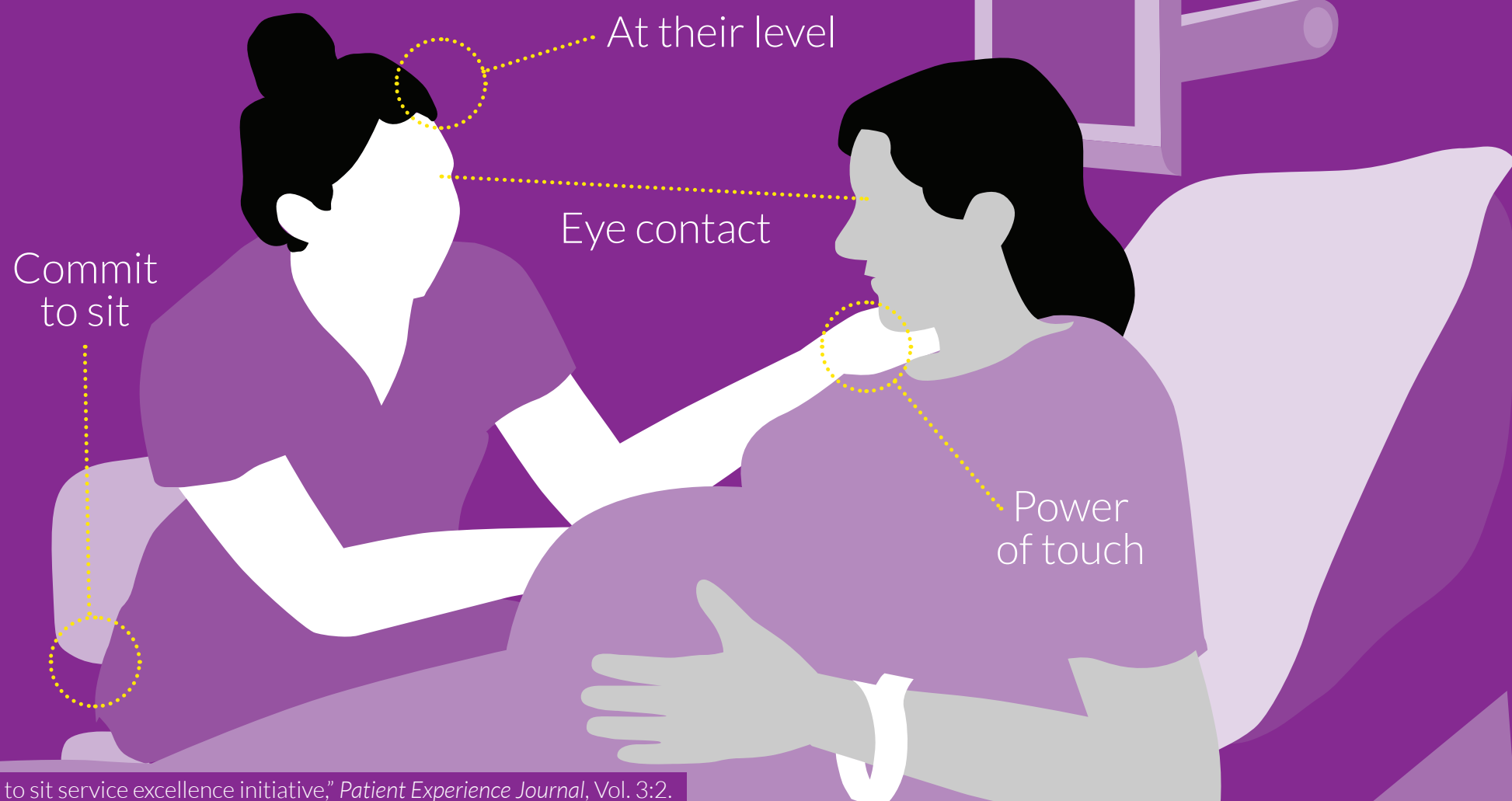
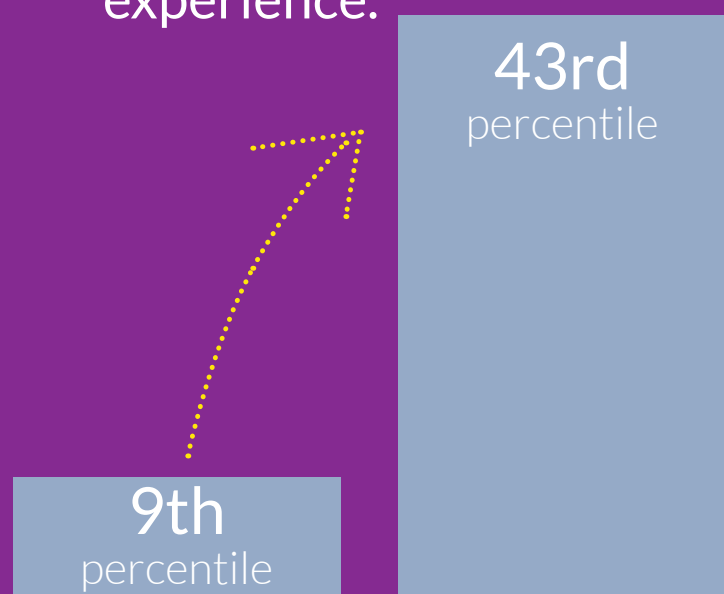


BACK TO BASICS

Be Present for Your Patient

CONNECT

- Nurses sitting down during patient communications improved reported patient experience.



Lidgett, C.. (2016) "Improving the patient experience through a commit to sit service excellence initiative," *Patient Experience Journal*, Vol. 3:2.

LISTEN

- Listen to hear, not to respond.
- Hold space for women in quiet moments. Let **SILENCE** speak for itself.

TWO TYPES OF SILENCE

INVITATIONAL Wanting to give the patient a moment (or longer) to think about or feel what is happening, often after an empathic response.

COMPASSIONATE Recognizing a spontaneous moment (or longer) of silence that has emerged in the conversation, often when the clinician and patient share a feeling or the clinician is actively generating a sense of compassion for the patient.

Back, A. L., et al. (2009). Compassionate silence in the patient-clinician encounter: A contemplative approach. *Journal of Palliative Medicine*, 12, 12, 1113-1117.

BE CURIOUS

- Get to know your patient's story.
- Widen the scope of your presence.
- Consider what patients are thinking and concerned about.



BENEFITS

- Improved patient safety
- Improved patient and nurse satisfaction
- Real-time feedback



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