

## Clinic 3: The KIND Greeting & Manage Expectations

**Instructions:** Please complete this Prework and bring it to VOICE Clinic 3. You may wish to meet with your current VOICE Learning Partner to complete this Prework together.

### Importance of greetings and setting expectations

Research shows that the first minute of healthcare interactions is a primary source of healthcare mistakes and communication breakdowns.

**Instructions:** Check *one* research finding you believe most negatively impacts healthcare:

- 1. 77% of patients’ true reasons for visiting were never uncovered.
- 2. 11% say that they reported all of their agenda.
- 3. Patients average three to six concerns; yet fewer than half are revealed.
- 4. 28% complete their opening statement.
- 5. The average patient is interrupted within 18 seconds, and stops talking unless asked.
- 6. 76% don’t ask questions out of fear for what the HP might say or think.

### Greet and set expectations

The VOICE graphic below shows how a person’s VOICE is most often expressed beginning with Emotions, then Concerns & Needs. When you greet and set expectations, you begin to uncover and address the first three levels of a person’s VOICE:

**Emotions and feelings** – Patients, family, and co-workers have initial worries:

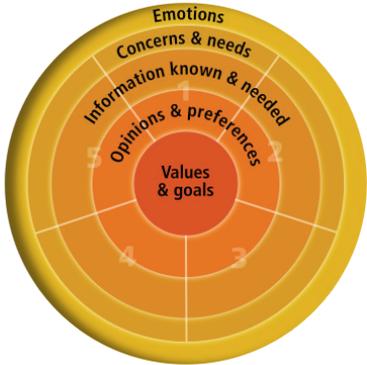
- ◆ Greet kindly and use a warm tone of voice to help the person feel welcomed and accepted
- ◆ Apologize and acknowledge to calm expressed anger or frustration

**Concerns & needs** – The pie slices or segments in the VOICE graphic below illustrate five different concerns (patients average 3 to 6):

- ◆ Ask for concerns and needs at least twice
- ◆ Check your understanding of each stated concern
- ◆ Assure with your willingness to help

**Information** – Exchange crucial initial information:

- ◆ Introduce yourself and your role
- ◆ Confirm the person’s name and identification
- ◆ Set an agenda and initial expectations

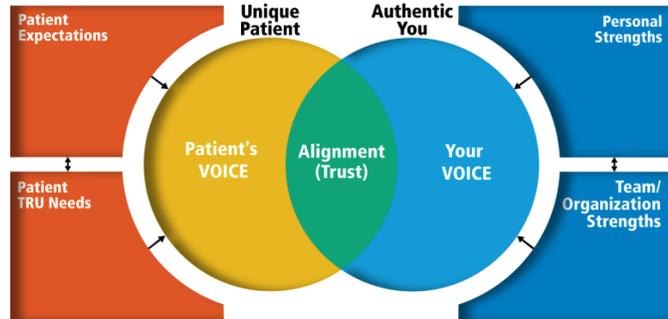


Look back at the research at the top and notice that they all fail to fully uncover and address a person’s Emotions, Concerns, and Information.

## Your healthcare greetings and expectations setting

**Prework activity:** Check the points below you might cover when you *greet* a patient or co-worker. Before the VOICE Clinic, observe how you and others cover these points.

- Say kind greeting words: *Hello, Hi, Welcome, Good morning, Hey there*
- Knock if you are entering a doorway
- Establish and keep eye contact
- Smile warmly
- Use a warm tone of voice
- Ask, *How are you?*
- Introduce yourself by name and title
- Describe your role and purpose
- Ask for and confirm the person's name, and identity using two personal identifiers
- Say *thank you* for waiting, providing information, helping, or letting you serve them
- Express gladness to see the person: *It's good to see you. It's nice to meet you.*
- Use the person's name at least once during the first minute
- Ask how the person prefers to be addressed
- Express gladness if the person is feeling fine: *I'm glad to hear that. That's good to hear.*
- If the person is upset, apologize for or acknowledge the situation: *I'm sorry to hear that. I know that can be upsetting.*
- Ask how you can help, or for needs and requests
- Assure the person you'll address his or her requests: *I'd be glad to do that for you.*
- Explain what you'll do and why
- Explain what the patient or co-worker will do and why
- Bridge during pauses: *One moment while I enter your information.*
- Greet/introduce others in the area



Check all the points you may cover when you set expectations for a patient or co-worker:

- Explain the expected time duration for waits and procedures
- Explain the expected experience (e.g. pain, sensations, reactions, activities)
- Explain the expected results and next steps
- Ask about needs and requests a second time
- Demonstrate and explain hand-washing actions

### Personal improvements to focus on

Below, write two points from above that you wish to improve and to practice during Clinic 3.

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Remember VOICE's No-Late Policy and to bring your Participant Kit, Cue Cards, and this Prework.