

Clinic 5: The 5-Ps of Respect

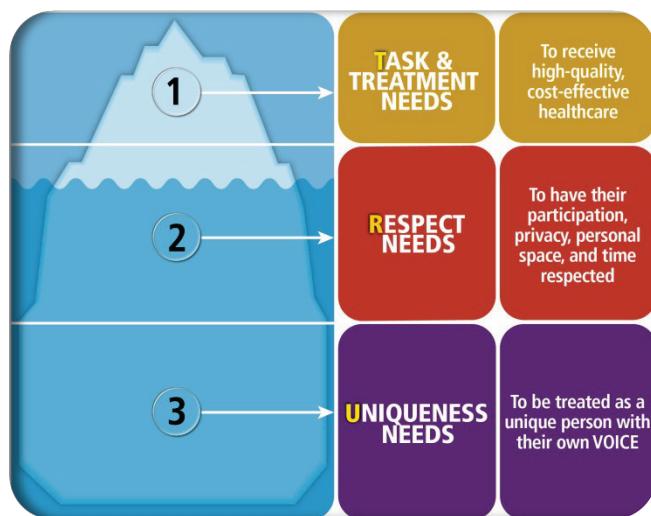
Theme of Patient's VOICE

To serve and engage our patients and co-workers by sharing our VOICEs to improve:

- ◆ Patient satisfaction, loyalty, and referrals
- ◆ Teamwork and coordination
- ◆ Healthcare quality and outcomes
- ◆ Healthcare costs



Respect and TRU Needs



We share our VOICEs to meet the TRU Needs of others.

Respect is one of the three TRU Needs of our patients and our co-workers.

Every patient (and co-worker) wants to be treated with respect. We all do.

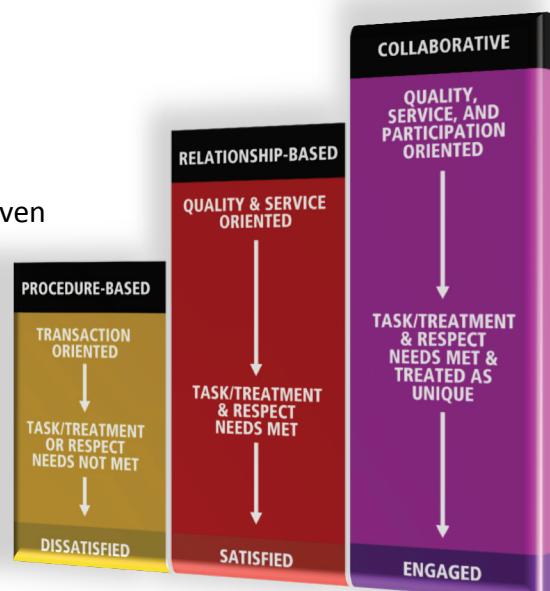
If we feel disrespected, we may let it surface and speak up about it, but often we don't.

Respect, satisfaction, and engagement

People will feel dissatisfied if they're not respected, even when their Task & Treatment Needs are met.

Satisfaction results when both Task and Respect Needs are met.

Respect helps us move beyond Procedure-Based to Relationship-Based, and ultimately, to Collaborative Healthcare.



The 5-Ps of Respect

Prework activity: For each of the first three areas of respect below, write one action you could take or statement you could make that would show respect to a co-worker or a patient.

- Participation:** They want to feel welcomed and included – that they belong with you.

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- Privacy:** They want you to provide for their physical privacy and informational privacy.

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- Personal space and time:** They don't want you to intrude on their personal space without asking permission, and they don't want their time spent needlessly.

.....

- Personal VOICE:** They want you to respect each element of their unique VOICE:

Prework activity

Think of a time when you were a patient. Below, write why you were a patient.

Then write what you might say as the patient by completing the statements below. Write additional notes on another sheet.



Why you were a patient:

Emotions and feelings: *I feel*

Concerns & needs: *I'm concerned*

Information: have: *I know*

Information: need: *I need to know*

Opinions & preferences: *I prefer*

Values & goals: *My goal is to*

Remember VOICE's No-Late Policy and to bring your Participant Kit, Cue Cards, and this Prework. This Clinic may go up to 1 ¼ hours.