

SECTION 1: OVERVIEW

66. Inform PC of the current situation and what's expected
67. Offer and explain alternatives with their pros and cons
68. Explain recommendations, their source, and benefits & drawbacks
69. Explain self-care instructions and how to respond to problems
70. Use learning and memory aids, diagrams, handouts, e-devices
71. Consider PC history, abilities, values, goals, and input
72. Ask for PC understanding, ability, and willingness to comply
73. Ask PC to repeat back detailed instructions to improve recall

8. Level-3 Empathy®

74. Look for signs of anxiety, anger, and sadness as signs of needs
75. Face PC at eye level, 1-2 arm-lengths apart, arms unfolded
76. If you turn, leave, or put on hold, say why and check if okay
77. If PC complains, apologize and ask about the situation
78. If PC is anxious or sad, ask about your sensed feeling
79. Say you understand how PC specifically feels about the situation
80. For an angry PC: re-apologize, agree, ally, and thank
81. For an anxious PC: re-assure, encourage, and praise
82. For a sad PC: sympathize, affirm value, and offer help
83. Move thru WARM tones: Warm, Apologetic, Resourceful, Motivated

9. LEARN™ to Resolve Complaints

84. Proactively ask: What unmet needs do you have?
85. Listen and ask for details of PC needs and situation
86. Use a BlameFree Apology™ that apologizes for the situation
87. Use an Accountable Apology™ only with manager approval
88. Say an I-Can Response and check acceptance
89. Explain next steps in a plan and check acceptance
90. Make amends with GEMs and say thanks for their patience
91. Summarize, ask needs, explain follow-up, and thank PC
92. Call, write, or visit to support ongoing care

10. Peer Coaching: Like & Remember Feedback™

93. Tell co-workers what you like that they do and say
94. Say co-worker's positive impacts on PCs and the organization
95. Remind co-workers of important standards to avoid problems
96. Suggest ways for co-workers to meet common standards
97. Remind co-workers of the positive impacts of standards
98. Say twice as much praise as suggested changes to a co-worker
99. Ask patients to say what they like and what they want us to do
100. Ask and thank for feedback from others