<u>Acceptance, respect, and communication</u>

<u>Actions:</u>

Providers need to "manage-up" the nurses by stating the nurses name "Wendy is your nurse today, she is an excellent nurse and if you need anything or have any additional questions, please let Wendy know. We work together as a team and she will know how to reach me. (Please note: Everyone should be using the whiteboards 100% of the time)

Nurse and Tech need to manage-up the Providers and pave the way for the patient to collect their questions to ensure all questions are answered. EX: Dr. Perrell is a quiet doctor; however you will find that she pays attention to all the details in your medical record. Don't be worried if she doesn't talk much.

Both nurses and Providers should try to be in the room during initial Provider interaction.

Providers should express to the patient that the ED has a terrific team who will be taking excellent care of them.

Nurse, techs, and Providers should say thank you to each other in front of the patient. Ex: Nurse can you please get …… for Ms. Perrell. Then respond with a thank you.

<u>Statements to Avoid:</u>

I told your nurse to do this and I am not sure why this is not done. (Instead, Providers should check with the nurse to see if they were both on the same page of what needed to be done)

Nurse needs to avoid stating, I have no idea when Dr. _____ will be in to see you.

The Provider never put in your order for pain medication so I will try to ask him/her again.

Provider should avoid being rude to nurse or tech in front of the patient or within patient's ears. Take the conversation into a private area.