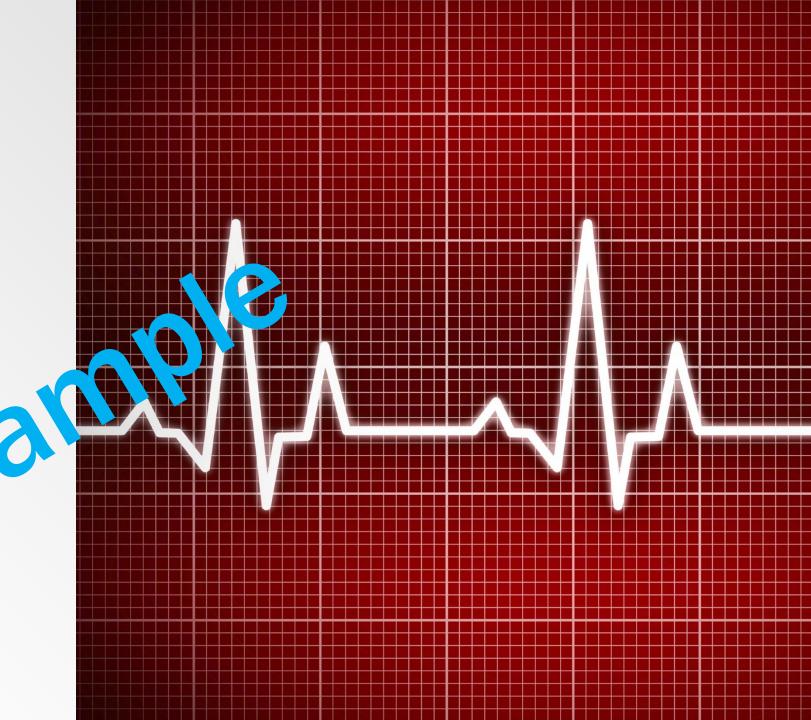


Addressing & Salar Resolving Patient Concerns



The Key to Meeting Expectations: Resolving Concerns

- As Emergency providers, we strive to provide patient-centered care and place great value on communicating effectively with patients.
- Being able to quickly find out why the patient came to the Emergency Department – what the inconcerns are- is crucial to meeting their expectation.
- Data shows that patients who have unmet expectation are less satisfied with are received, reported less symptom improvement, and reported weaker intentions to adhere to the physician's advice.

Why Do People Hide Their Concerns?

- Fear to find out something is really wrong: "What if I have cancer?"
- Fear of disapproval or rejection: "I don't want them to think I'm stupid"
- Conflict phobia: "What if the Dr. gets ha at me for asking?"
- Emotional perfectionism: "If I how I'm afraid they'll think less of me."
- Passive-aggressive behaver: \sing the "silent treatment", to elicit feelings of guilt on other. \conting instead of disclosing feelings.
- Hopelessness: The can help me, I might as well not even try" (self-fulfilling prophecy)
- Mind Reading: A tendency that others should know how they feel and thus provides an excuse to engage in non-disclosure.
- Martyrdom: "I'm not going tell them what's wrong and give them the satisfaction to know they are right."

How Do We Find Out Their Concern?

- Gain their trust: Smile, be professional
- They must believe you care: Show empthy
- Ask them point blank: "What is not hot you are worried about that made you come to the Emergian Department today. What are you concerned about?"
- Acknowledge being correct (restate): "Ok, I see; you are worried that you have presumonia. Is that correct?"
- Ask if there are other concerns: "Is there anything else you are worried about?"

The Importance of Resolving the Concern

- You meet their expectation for coming to see us
- Can help you avoid unnecessary testing diagnostics
- Knowing the concern can guide to a lirection of the work up
- May help us make the contect dit gnosis
 Will make the n mo e kely to follow our medical advice
- Will make then more likely to see us again in the future

Patients Do Have Some Basic Expectations

- The need to be listened to
- The need to receive clear explanation and instructions about their condition condition
- To be treated by start vh. snow care/concern/compassion
- To be treated by staft who are professional in their work

There is no reason why we shouldn't be able to meet all of these **BASIC EXPECTATIONS**

Our Goal: Find the Concern

- With this information in mind, I challenge you to find your patient's concern during each and every visit.
- Do not leave their room without know no what it was that they
 were worried about [and thus the eason they came to see us].
- Now we have 3 tools in a Customer Service toolbox:
 - Communication
 - Respect
 - Resolving their concerns

Thank You for What You Do!

- These skills apply not only to what we do in our work.
- They are useful in our everyday lives and in our relations with friends, family and colleagues.
- Communication is important and ur human nature sometimes gets in the way.

"Communication-the human connection- is the key to personal and career success."

-Paul J. Meyer