

Patient's VOICE[®] Skill Clinics™

Improve healthcare quality, satisfaction, and teamwork

5 PATIENT SAFETY FAULTS & FIXES

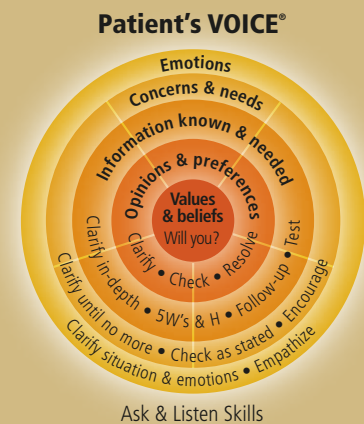
Question:

What's common about these healthcare problems?

- Half of all prescriptions are taken incorrectly.
- The most frequent cause of medical errors is communication.
- One-third of all deaths are due to people's own behavior.
- Three out of four patients fear asking questions.
- Only 10% of patients are able to make informed choices.

Answer:

A failure to ask, listen, and respond to these five elements of the Patient's VOICE:



Values & beliefs: Research* shows that a failure to discuss the patient's values results in poor adherence and health behaviors. Over 80 studies support discussing healthcare beliefs and goals as an effective health-behavior change tool. Yet, only 6% of patients are asked their values and beliefs. When patients do express their beliefs, 90% are ignored or dismissed.

Fix: The Patient's VOICE Model (above) puts the patient's values at its core. As caregivers explore patient emotions, concerns, information, and opinions, they practice proven Motivational Interviewing skills to obtain values-based commitments—without adding time.

Opinions & preferences: Backed by research, opinion leaders advocate patient partnerships and shared decisions. Yet, just 3% of caregivers refer to patient opinions in their recommendations. Further, caregivers often withhold or disguise details and options to control, save time, or shield patients, leaving 90% of patients unable to make informed choices.

Fix: Shared decisions emerge from the practiced exchange of the Patient's VOICE and Your VOICE: skilled probing of patient concerns, information, and opinions, balanced with explanations of one's own concerns, information, and opinions—within the context of shared values—without adding time.

Information known & needed: Caregivers' core job is to gather and provide information. Yet, 75% cut patients off, 81% can't repeat patient statements, most over-use scripted questions or checklists, many focus too quickly on their ideas, on average overestimate their time explaining nine-fold, and only 7% check understanding.

Fix: The Patient's VOICE provides a roadmap for caregivers to explore and confirm patient information and opinions for each concern (see segments above), and explain their information and opinions clearly and completely as they check understanding, acceptance, and recall. They practice instructing softly, recommending with balance, saying "no" with alternatives, apologizing sincerely, and resolving mutually—without adding time.

Concerns & needs: Patient and family concerns are central to healthcare. Yet, in 77% of interviews, the patient's true reason was never elicited. Patients average three to six concerns; yet fewer than half are revealed. Only 11% of patients reported their entire agenda.

Fix: Practicing proven skills, within the first 60 seconds, caregivers establish rapport, roles, credibility, and uncover purpose and key concerns. In the next 60 seconds, they establish a collaborative dialogue, a mutual agenda, set expectations for time and experience, and uncover other concerns.

Emotions: Healthcare is a compassionate profession. Yet, 76% of patients fear asking questions, 36% say staff is indifferent or unhappy, 90% of nurses witness abuse and 40% don't report errors out of fear, and the primary stated reason for medical lawsuits is lack of a compassionate response.

Fix: In the Patient's VOICE, caregivers experience the patient's fear and vulnerability, and learn to gain trust through empathy. Caregivers learn to accept, assure, apologize, appreciate, encourage, praise, and empathize. And they learn to assert safety over status in the way airlines stopped their catastrophes.

Skill Clinics are one-hour on-the-job workshops of proven healthcare service and communication skills.

Core Skill Clinics

1. Own Each Patient's Experience
2. The 4-Ps of Respect
3. Align to Build Trust and Confidence
4. The KIND Greeting and Manage Expectations
5. Ask and Listen to Each Patient's VOICE
6. Explain and Instruct for Improved Outcomes

7. Empathize to Save Time and Build Loyalty
8. Delight with GEMs (Go the Extra Mile)
9. Resolve complaints & BlameFree Apology
10. Say "No" with I-Can

Advanced Skill Clinics

11. Confront and Resolve Improper Behavior
12. SpeakUp for Patients and Each Other
13. Improve Others' Health Behaviors

14. Share Decisions with Patients
15. Include Diversity and Differences
16. Conclude Completely and Follow up
17. Coordinate and Work as a Team
18. Engage Patients in their EMRs
19. Connect with Phone Skills
20. Manage and Respond to E-Mails

The 10 Core Skill Clinics are recommended for all healthcare employees.