



Language of Caring

Training Objective

The purpose of this module is to augment understanding of the Language of Caring Handbook in advance of the test.

- Introduction (AKA Jumpstart)
- Foundation Skill: Heart – Head – Heart
- Practice of Presence
- Acknowledge Feelings
- Show Caring Nonverbally
- Explaining Positive Intent
- Blameless Apology
- Gift of Appreciation
- Combination Skills
 - Say It Again with Heart
 - Good to Great



“To every patient, every time, we will provide the care that we would want for our own loved ones.”

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Language of Caring (LOC)

- Mandatory for everyone including Executive, Physicians, Clinical & Administrative Staff and Volunteers
- Program started in 2018
- It reinforces the best of GBMC's communication skills and how we show compassion to the patients and their families.

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Why?

*“I’ve learned that people will forget what you did, but people will never forget how you made them feel”. --
Maya Angelou*

Showing caring in day to day personal interactions reduces anxiety and promotes healing.

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Heart – Head – Heart

(the foundation skill)

- **Heart #1** message shows caring and helps gain trust
- **Head** message gives information
- **Heart #2** reinforces caring and the message... ‘seals the deal’

a ‘sandwich’



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Practice of Presence

‘Multi-tasking is the opportunity to screw up more than one thing at a time’ --source unknown

Steps:

- Focus
- Get to eye level, lean in
- Face the person
- Maintain eye contact
- Actively listen



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Practice of Presence

- What should I do if I have to turn away to use a computer or other device to help?
 - Tell the person what you are going to do before you turn away
- The patient has an interpreter. Who do I face?
 - The patient

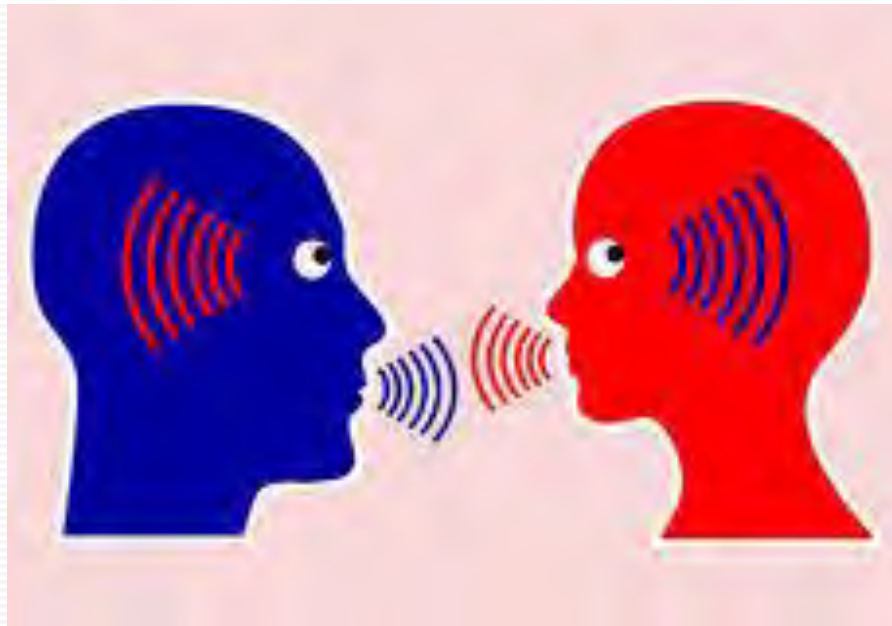


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Acknowledge Feelings

Acknowledging feelings helps establish rapport



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Acknowledge Feelings

Please don't:

- Dismiss or discount how someone feels
 - The feeling is real to them
- Claim you know how they feel
 - The feeling is theirs, not yours
- Show anger or emotion in response
 - This is reacting and not listening



Remember the feeling belongs to the individual.

"To every patient, every time, we will provide the care that we would want for our own loved ones."

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Acknowledge Feelings

- Show *empathy* with words like:
 - ‘you sound’
 - ‘you look’
 - ‘you seem’



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Show Caring Nonverbally

93% of our communication is non-verbal!



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Show Caring Nonverbally

Best universal non-verbal?



SMILE!

“To every patient, every time, we will provide the care that we would want for our own loved ones.”

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Show Caring Nonverbally

Even with the mask!



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Explaining Positive Intent

The hospital is complicated... instructions, regulation, policy, directions, procedure...



REMEMBER: What we do everyday is new to a patient or visitor!

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Explaining Positive Intent

Explaining how your actions help goes a long way to reducing anxiety and increasing trust



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Blameless Apology

When to apologize?

- When we've done something wrong
- In service recovery
- When showing empathy



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Blameless Apology

- Effective when
 - Say it with sincerity
 - Includes what you are sorry about
 - Use 'I' not 'WE'... take ownership
 - Do not blame someone else
 - Do not use 'if' or 'but' to turn it into an excuse
 - Avoid saying it over and over again



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Gift of Appreciation

- Makes a person feel valued and appreciated
- Be sure to include what you are thankful for
- A written thank you is especially powerful



Thank You

“To every patient, every time, we will provide the care that we would want for our own loved ones.”

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Surround Your Message with LOC

- ‘SAY IT AGAIN WITH HEART’ and ‘GOOD TO GREAT’
- These are the ‘combo’ techniques
- Use heart messages throughout your conversations and make them routine in your interactions with patients, families and colleagues



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Combination Skills

- *Say it Again with Heart*
 - *Useful when you need to stand your ground*
 - *Example: explaining rules*
- *Good to Great*
 - *Wrapping encounters with caring messages*
 - *Turns an ordinary encounter into an impressive one... MAGIC!*

THE BEHAVIOR CONTINUUM



"To every patient, every time, we will provide the care that we would want for our own loved ones."

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You are 'MAGIC'

Last year's score for 'Volunteer Friendliness and Courtesy' –

95.3% (93rd percentile)



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Language of Caring - Outcomes

- Showing caring in day to day personal interactions reduces anxiety and promotes healing.
- Showing caring with colleagues makes us more efficient and happier.
- Other hospitals already using Language of Caring have positive results.



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WAHOO! Language of Caring DONE!

Please complete and submit the LOC test



*“To every patient, every time, we will provide the care
that we would want for our own loved ones.”*

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