

Saint Joseph Hospital

Faculty/Student

Workbook

Catholic

Health

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**CHS Mission Statement**

We, at Catholic Health, humbly join together to bring Christ’s healing mission and the mission of mercy of the Catholic Church expressed in Catholic health care to our communities.

**Our Vision**

Catholic Health **will be recognized** as the **premier**health system on Long Island.

We **commit to excellence** in all we do by providing care that is **state of the art**, **compassionate**, and **patient centered**. Every person, every time.

Driven by **innovation**, **rooted in our Catholic faith**, and grounded in our **humanity**, we will **transform the way health care is delivered** to become the **most trusted health partner** to all communities we serve.

**I-CARE Values**

**I**ntegrity: We are who we say we are and act in accordance with the splendor of truth of our Catholic moral teaching and our Catholic values.

**C**ompassion: We have compassion for our patients, see the suffering Christ in them, strive to alleviate suffering and serve the spiritual, physical and emotional needs of our patients.

**A**ccountability: We take responsibility for our actions and their consequences.

**R**espect: We honor the sanctity of life at every stage of life and the dignity of every person, and incorporate all the principles of Catholic social teaching in our relationships and advocacy.

**E**xcellence: We seek the glory of God in the compassionate service of our patients, and we strive to

do the best that can be done, whatever our role. Also, please see the Ethical and Religious Directives issued by the U.S. Conference of Catholic Bishops.

TRANSFORMING THE PATIENT CARE EXPERIENCE

A Patient-Centered Approach

Managing Patient Expectations

Patient expectations are something that we, as healthcare workers, are responsible for trying to understand and strive to meet. Some of the general expectations patients have when they come to a healthcare organization is…

What will happen to me, or my loved one? How much will it hurt?

How much time will it take? How much control will I have?

How much risk is involved? How much will it cost?

Who is facilitating the procedure (What is their name and skill)

How each and every employee responds to a patient or family member within our organization affects the trust and rapport that has to be created.

Expectations are created by….

*Prior experiences* are very often the foundation of current expectations. Patients base their expectations of “normal” on what medical care was like for them in the past. The past could represent experiences from youth or a previous appointment. If you don’t take time to find out what a patient expects, you may make assumptions that result in providing unwanted or unnecessary care.

*Word of mouth commentary,* or lack of, is extremely powerful. The most powerful words to a patient or family member are those of the healthcare organization’s employees. Every acknowledgment, greeting, question, presented to a patient or family member create perceptions that provide indicators as to how expectations will be met and managed!

Source: Managing Patient Expectations, Author Susan Keane Baker

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Scripting for Results

**What is Scripting?**

## Scripting is communication that’s planned to be consistent because of thoughtful, carefully laid groundwork. It guides us to say certain things and act certain ways in given situations—both with patients and with each other. It is not robotic, verbatim delivery of a message, but a personal delivery of it.

**Why Should You Use Scripting?**

**Patients** need to feel that their caregivers understand and are responsive to their needs and respectful of their values and preferences. They want to receive messages from you that assure them of your desire to give them the best care.

**Best Practice Samples of Successful Scripts**

**All employees:**"Can I help you find where you need to go? I have the time"

“Is there anything else I can do for you? I have the time.”

**Emergency room:**" I am pulling the curtain for your privacy"  
" I am giving you a warm blanket for your comfort"

**Nurse rounding:**"Good morning, I am \_         the Nurse Manager on your unit. I want to assure you that we will do everything to exceed your expectations. Here is my pager number and my phone number. (Write it on the white board in the room) Please call me if there is anything we can do for you.

***The Performance Standards***minimum requirements for every employee, developed by employees

**Appearance**

Present a professional image at all times

**Accountability**

Be responsible for the outcomes of your efforts. The work you do is a reflection of yourself.

**Attitude**

Demonstrate a positive, “can-do”, patient-focused attitude.

**Communication**

Seek to effectively communicate with patients, families, physicians, and your co-workers.

**Honor Our Patients**

Be committed to providing compassionate care for all we serve.

**Privacy**

Ensure our patients’ right to privacy and modesty.

**Safety**

Share in the responsibility of maintaining a safe environment.

**Value Each Other**

Offer to help and set an example of cooperation; value and support your co-workers, physicians, and volunteers

Cultural & Spiritual Sensitivity/Competency

As healthcare providers, we find ourselves providing services in an environment where patients and their families are likely to be different from us in:

* Cultural background
* Traditions
* Language
* Spiritual background and practices

***The challenge is in determining how we can provide the best possible healthcare services in ways that are appropriate and sensitive to these differences.***

**Cultural Competence**

**Cultural Competence** is being capable of functioning effectively in the midst of cultural differences. It is being sensitive not to impose our personal values on someone else because they are different. It is the ability to establish relationships with people in the midst of diversity. It is celebrating differences, the recognition of similarities, and a clear commitment to seeing differences as differences and not deficits.

**Culturally Sensitive Care**

**Sensitivity is the key to those differences**.What matters is the manner in which we act on what we know; whether we interact in a sensitive manner to patients and families, which leads to upholding their rights to be treated with dignity and respect. That sensitivity is what leads to competence.

MC900071084[1]**Competence means that we are able to provide care by**

* Functioning effectively in the midst of cultural differences
* Being sensitive not to impose our personal values on someone else because they are different
* Being able to establish relationships with people in the midst of diversity
* Understanding how your own background affects your response to others
* Not assuming that all members of a cultural group have the same beliefs and practices
* Approaching each family with no preconceptions

Interpreter Services

When it is determined that a patient will require the use of an interpreter to ensure complete understanding during treatment and care interpreter services may be utilized.

***Situations where an interpreter may be required for effective communication***

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| • discussing a patient’s symptoms and medical condition, medications, and medical history  • explaining and describing medical conditions, tests, treatment options, medications, surgery and other procedures  • providing a diagnosis, prognosis, and recommendation for treatment  • obtaining informed consent for treatment  •communicating with a patient during treatment , testing procedures, and during physician’s rounds  • providing instructions for medications, post-treatment activities, and follow-up treatments  • providing mental health services, including group or individual therapy, or counseling for patients and family members  • providing information about blood or organ donations  • discussing complex billing or insurance matters  • making educational presentations, such as birthing and new parent classes, nutrition and weight management counseling, and CPR and first aid training |

**When using an Interpreter be sure to:**

* Jot down your questions ahead of time if possible.
* Always face the patient when speaking (even while using the handsets or speaker phone).
* Direct all conversation to the patient rather than the interpreter.
* Use short sentences and speak clearly.
* Don’t add any statements to the interpreter that you do not want interpreted, they translate all statements.
* Utilize the posters and handouts to help determine what language the patient is speaking.
* If you cannot determine what language the patient is speaking, call VOYCE
* and their representatives will try to assist you.

**Interpreter Services for the Hearing Impaired**

To assist patients that are deaf/hearing impaired, St. Catherine of Siena Hospital utilizes…..

**Mill Neck Interpreter Services**

**516-512-6222 (9am to 5:00pm)**

**1-800-235-2594 (beeper outside of regular hours or weekends)**

A staff member may NOT be used to do any interpretation!