Are you COMMUNICATING with H.E.A.R.T.?®

These are tough times, among the toughest. As we interact with one another and with patients, it’s more important than ever to practice kindness and compassion with others and ourselves.

S.T.A.R.T. with Heart®

S mile and greet everyone warmly
T ell your name, your role, and what to expect to quickly connect and reduce confusion
A ctively listen and assist when you can, and ask for help if you need it
R apport and relationship-building will help get you and others through this time
T hank patients, visitors, and caregivers for all they are doing in a difficult situation

Respond with H.E.A.R.T.®

When you encounter people who are upset or angry - and you likely will - take a deep breath and try your best to:

H ear what they’re saying without interrupting or expressing judgment
E mpathize in a way that feels genuine to you
A pologize for the situation and acknowledge it’s difficult
R espond to the best of your ability and reach out for help when necessary
T hank them for sharing their concern

http://connect.ccf.org/CEHC

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