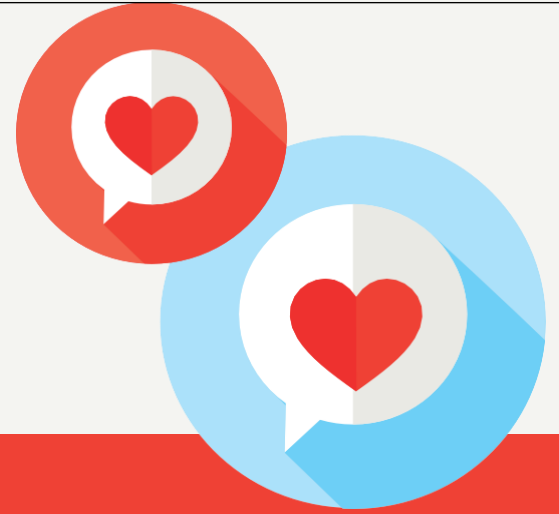


Are you COMMUNICATING with **H.E.A.R.T.**®?

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®

Smile and greet everyone warmly

Tell your name, your role, and what to expect to quickly connect and reduce confusion

Actively listen and assist when you can, and ask for help if you need it

Rapport and relationship-building will help get you and others through this time

Thank 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:

Hear what they're saying without interrupting or expressing judgment

Empathize in a way that feels genuine to you

Apologize for the situation and acknowledge it's difficult

Respond to the best of your ability and reach out for help when necessary

Thank them for sharing their concern