



Huddle Message: **advocate**

WE ALL SHAPE THE PATIENT EXPERIENCE



icare STANDARD:

I make sure patients, families and colleagues share in decision-making.

BEST PRACTICE:

Empowering patients and their healthcare team to make care plan decisions together could improve the patient's overall outcome. *

Sharing in decision-making is a collaborative effort - it takes into consideration the best information as well as the patient's preferences.

HOW CAN I MAKE A DIFFERENCE?

If a patient looks like they are confused, they probably are. Clarify information with the patient so they have the knowledge they need to be able to make an informed decision.

Ask the patient:

- "What questions do you have about this information?"
- "What can I clarify for you?"

OUR PATIENTS' PERSPECTIVE:

- ↳ "They listened. They treated me like I was part of the decision making team."
- ↳ "The last nurse that was assigned to me actually advocated for me and seemed to really care about me."

We Welcome Your Feedback
Please send your comments and icare stories to:

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* Bendix, J. (2018, February 25). *This is why shared decision-making is crucial for patient outcomes.* Retrieved from: <https://www.medicaleconomics.com>