



Huddle Message: Communicate

icare STANDARD:

I listen actively, speak clearly, and use positive body language.

BEST PRACTICE:

Active listening shows others, especially your patients, that what they are saying is important to you.

- ★ **What is active listening?** = intentionally listening to what is being said; listening to understand where the other person is coming from or what they need from you. *

HOW CAN I MAKE A DIFFERENCE?

- Make and maintain direct eye contact.
- **Be present:** Concentrate on the person speaking; observe the person's body language and facial expressions.
- Listen to understand what the patient needs from you - avoid planning your response while the other person is speaking.



OUR PATIENTS' PERSPECTIVE:

- "The staff listened to me – they respected me and treated me like a person."
- "One improvement would be to explain instructions more clearly...I was confused; I wish they explained what to do and how to do it."
- "The staff listened to everything I said and took care of all of my needs."

We Welcome Your Feedback

Please send your comments and icare stories to:

MGHpatientexperience@mgm.harvard.edu

We all shape the patient experience.

*Dwinal, L. (2017, August). *Why It's Important to Listen to Patients*. Retrieved from <https://www.studergroup.com>

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