



Huddle Message: Communicate

icare STANDARD:

I communicate in a warm and welcoming manner.



BEST PRACTICE:

Communicating with others - especially your patients - in a warm and welcoming manner helps the other person feel cared for and that you are here to support and guide them.

OUR PATIENTS' PERSPECTIVE

"Everybody was very kind, warm, and welcoming. They made me feel comfortable throughout the entire experience."

HOW CAN I MAKE A DIFFERENCE?

Help patients feel welcomed and supported by communicating in a warm, courteous manner.

- Speak to your patients in a calm, clear tone of voice.
- Always try to empathize with your patients. (If you were in their shoes, how would you want to be treated?)

"I had nurses who were amazing...they were very warm and welcoming and it made my hospital stay very, very good."

We Welcome Your Feedback
Please send your comments and icare stories to:
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We all shape the patient experience.

OFFICE OF PATIENT EXPERIENCE

