



# Huddle Message: empathize

WE ALL SHAPE THE PATIENT EXPERIENCE



## icare STANDARD:

I demonstrate caring through simple gestures of kindness.

## BEST PRACTICE:

To support quiet all the time, partially or fully close the patient door if deemed clinically appropriate. Inform the patient why you are closing their door: "In an effort to keep your room quieter to help you rest, I will to close the door. If you need anything, don't hesitate to use your call bell."

## OUR PATIENTS' PERSPECTIVE:

*"One area of improvement would be to have the night times quieter – closing the door to the bedroom helped."*

*"My room was very quiet because they shut my door, which made my nights much better."*

## icare, how can I make a difference?

- ↳ See if there is anything else you can do to help your patients rest. For example, encourage patients of double-bedded rooms to use headphones or earbuds when watching their TV.
- ↳ If it is *not* clinically appropriate to close the patient's door, ensure the patient has headphones or earbuds to watch TV and earplugs to help them get rest.

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

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