



# Huddle Message: respect

WE ALL SHAPE THE PATIENT EXPERIENCE

## icare STANDARD:

I respect and embrace differing values, opinions, and viewpoints.

## BEST PRACTICE:

When we treat each other with respect, patients feel it.

Patients notice *everything* - patients notice how you speak to them, how you speak to others and how you interact with your colleagues and teammates.

## HOW CAN I MAKE A DIFFERENCE?

- Try to speak in a calm, positive tone of voice.
- Speak kindly of your co-workers, especially those co-workers that are on upcoming shifts.
- As our Credo reminds us, “understanding and valuing our differences helps us excel.” We’re all different and that’s what makes Mass General so extraordinary.

## OUR PATIENTS' PERSPECTIVE

- ↳ “[The staff] treated me with the utmost respect and positivity.”
- ↳ “They work well together as team. It was clear they have a strong work relationship and were leveraging each other versus working independently.”



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