

## TIP SHEET #2

Step 2 & 3:

### What should I do to show Patient Engagement /Family Engagement?

#### EXAMPLES OF QUESTIONS/ACTIONS THAT SHOULD BE ANSWERED/TAKEN PRIOR TO CALLING THE NETWORK

- Determine if the patient is willing to speak with you (if the patient still upset, it might not be a good time to talk to the patient or have another staff member talk to the patient).
- Do not approach the patient in a judgmental way (example: acknowledge feelings of patient "I can understand why you feel that way ..... however .....")
- Ask the patient for permission to speak about the issue "Is now a good time to talk?" "Can we talk about what happened on ....."
- Offer the patient a time to talk on the phone or a private place to speak about the issue (conference room, office, etc.) should they not want to speak on the treatment floor
- Ask the patient "Has something changed since the last time we talked?"
- Find out what is important to the patient (family, grandchildren, going back to work, etc.). Problem solve with patient how his/her behaviors get him/her closer to what is important to them.
- Ask the patient "What should we have done differently?"
- Ask the patient if they would like to have a meeting (Patient Care Conference) about the issue that occurred?
- Ask the patient if they would like family to be involved in meeting (Patient Care Conference).
- If patient is unapproachable, have another staff member go with you to speak with patient about concerns and present the plan of action that you and your team (Interdisciplinary Team) have made.
- Approach families in the same fashion that you would approach a patient-based on this tip sheet

