



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

10. Please Acknowledge Me

Team Huddle Question: Not everyone can read our name badges nor understand what the initials after our name means. Today, let's focus on warmly greeting our patients by their name and introducing ourselves to them. Tell them what we do. Make eye contact with patients and staff members so you can tell their eye color.

At the end of your shift, tell your coworkers the eye color of the last patient/staff member you encountered. Share with them how making eye contact with each person impacted your day.

Research:

Layton J. Does smiling make you happy? HowStuffWorks.com.
<http://science.howstuffworks.com/life/smiling-happy.htm>. Published June 3, 2008. Accessed May 13, 2015.

Merlino J. *Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way*. New York, NY: McGraw Hill; 2014.

Cleveland Clinic's Public Domain Videos on Patient Care:

- Cleveland Clinic. Empathy: the human connection to patient care [video]. *YouTube*. https://www.youtube.com/watch?v=cDDWvj_q-o8. Published February 27, 2013. Accessed May 13, 2015.
- Cleveland Clinic. Cleveland Clinic's empathy series continues -- Patients: afraid and vulnerable [video]. *YouTube*. <https://www.youtube.com/watch?v=1e1JxPCDme4>. Published February 26, 2014. Accessed May 13, 2015.