



## Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

### 15. Are You Listening to Me?

#### Team Huddle Question:

**Clinical Staff Question:** As we begin taking down the walls between us and our patients and their families, how can we practically seek the input of key staff and family members as our teammates today? What key questions can we ask them, and how might we put their answers to use?

**Non-clinical Staff Question:** What is one practical way we can work more effectively together for the betterment of our patients/customers?

#### Research:

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Society to Improve Diagnosis in Medicine Web site. <http://www.improvediagnosis.org/>. Accessed May 14, 2015.

Anonymous. To the staff treating my medically-complex child. *Mama in the Now Blog*. <http://mamainthenow.com/2015/03/medically-complex-child/>. Published March 3, 2015. Accessed May 14, 2015.

DeMeglio M. An indelible spirit: a conversation with para-rower Blake Haxton. *The Ohio State University Alumni Association Magazine*. November-December 2014. <https://www.osu.edu/alumni/news/ohio-state-alumni-magazine/issues/november-december-2014/an-indelible-spirit.html>. Accessed May 14, 2015.