



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

### 19. Are You a Thermostat or Thermometer?

**Team Huddle Question:** What would it look like on our team if we decided to be a Thermostat and set a positive temperature in our area today? Brainstorm what we would do. Is everyone willing to commit to those behaviors today? (Optional: have everyone put their hands in the middle and cheer “thermostat” before going out on the job).

*At the end of your shift, share one positive result of being a thermostat.*

#### Research:

Patient satisfaction influenced more by hospital staff than by the hospital facilities [news release]. J.D. Power and Associates; September 4, 2012. <http://www.jdpower.com/press-releases/2012-national-patient-experience-study>. Accessed May 14, 2015.

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](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.