



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

### 22. I have a problem!

**Team Huddle Question:** Hospital staff service and attitude are the most common problems that patients experience. How can we be a better obstacle remover or problem solver for our patients or internal customers?

*At the end of your shift, share one problem you solved or obstacle you removed for a patient or internal customer.*

#### 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.

Hathaway P. *Banking Secrets for Customer Loyalty: Handling Customer Problems*. Westerville, OH: Destination Publications; 2002.

#### 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.