



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

### 25. A Sacred Moment

**Team Huddle Question:** Today, our lesson focused on talking WITH people, not TO them.

**Clinical Staff Question:** What is a good non-medical question you can sit down and ask your patient to get to know them at a personal level>

**Non-clinical Staff Question:** What is a good non-medical question you can sit down and ask your patient? What's a good non-work related question to ask a co-worker? The goal is to get to know them at a personal level.

*At the end of your shift, discuss* how that conversation gave you a more personal view of the patient or co-worker. How did it naturally raise your level of courtesy and compassion for them?

### Research:

Hospital clinicians make time for a 'Sacred Moment'. Hospital & Health Networks Web site. [http://www.hhnmag.com/display/HHN-news-article.dhtml?dcrPath=/templatedata/HF\\_Common/NewsArticle/data/HHN/Magazine/2014/Jul/sacred-moments-hospitals](http://www.hhnmag.com/display/HHN-news-article.dhtml?dcrPath=/templatedata/HF_Common/NewsArticle/data/HHN/Magazine/2014/Jul/sacred-moments-hospitals). Published July 8, 2014. Accessed May 15, 2015.

Lahren J. Patient experience builds brand equity. The Beryl Institute Web site. <http://www.theberylinstitute.org/blogpost/947424/210512/Patient-Experience-Builds-Brand-Equity>. Published March 9, 2015. Accessed May 15, 2015.