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Customer Service For Healthcare Workers: BE NICE

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**Patient satisfaction
scores
are based on
perception of patient
care**

**The patient may not
know the technology
or methodology of
nursing care, but they
do know the art and
science of caring.**

Core Components of BE NICE

B Begin

E Empower

Core Components of BE NICE

N Nurture

I Involve

C Communicate

E Educate

B = Begin

- First impressions are the most powerful and longest lasting
- Introduce yourself and what you do or will be doing to/for the patient
- Know to begin the Core Measure protocols
- Start off the patient interactions positive and upbeat
- Initiate a patient care relationship openly and honestly
- Accept *NO EXCUSES* for poor service

E = Empower

- Involve the patient in their care
- Empower the patient and family to make decisions in their care
- Take ownership of the patient's stay and how well they are being treated
- Encourage them to ask questions – *be prepared to answer them in an educated and courteous manner!*
- Informed patient care is involved patient care

N = Nurture

- Important to your acute care facility
- Patients come here to improve or stabilize their health status
- *It is stressful being ill or hurt* – remember to always show compassion
- Care for them as you would care for a loved family member
- Be responsive to their needs and requests
- Explain why they cannot have or do something when the answer is “no”

I = Involve

- Teams are more powerful than individuals – involve multidisciplinary teams in the patient care
- Cooperate with other team members to improve communication
- Include the patient and family in the day-to-day care
- Incorporate the community when possible for resources and assistance

C = Communicate

- When illness or injury strikes, patients can become very concrete in their understanding and retention decreases
- Stress decreases comprehension
- Remember to tell them *over and over* what needs to be done
- Professional interactions with other team members are critical for positive patient outcomes
- Respect is an important aspect of communication

E = Educate

- Patient teaching begins upon admission – to any and all units
- Patient education should be ongoing and continuous
- If you did not chart the education, you did not do the education
- Life-long learning is important for you as the healthcare professional
- Stay current on best practices and evidence-based care
- Know your core measures

**BE NICE
is not about FLUFF, SWEET,
or FAKE.**

**It is a philosophy of
professionalism,
authentication, and
validation of the importance
of any patient.**

Overview

Recognize the impact of communication and interactions with patient satisfaction scores.

Discuss the difference between the science of nursing care and the art of nursing care.

Describe the importance of patient empowerment in the perception of quality nursing care.

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