





### Great conversations

Patients and families are a critical part of the care team, and they play a pivotal role in their care. To be effective, patients need to know who you are and what you do for and with them. Here is a "GREAT" way to share this information:

	<i>What is it?</i>	"GREAT" is a simple yet powerful tool that has been used in health care settings.
	<i>Why Use it?</i>	<ul style="list-style-type: none"> <li>• It's a quick yet standard tool that lets patients know who you are and what role you play in their care.</li> <li>• It puts patients/clients at ease and encourages open and honest communication.</li> </ul>
	<i>How does it work?</i>	<p>When entering a patient's room:</p> <p><b>G</b>reet the patient</p> <p>Int<b>R</b>roduce yourself and explain your role in the patient's care</p> <p><b>E</b>xplain what is going to happen—what the patient can expect</p> <p><b>A</b>sk what else can be done to assure the patient's comfort</p> <p><b>T</b>hank the patient, as appropriate.</p> <p><b>GREAT</b> should be used in all patient/client interactions.</p>
	<i>What are the results?</i>	Hospitals and health facilities that use this tool note a significant decrease in the number of patient call bells, increased satisfaction from patients in understanding what's happening on a daily basis and, most importantly, a decrease in the patient's worry, fear and anxiety. Departments are encouraged to develop additional scripts as appropriate.

Several examples are on the reverse.

Adapted from: SSM Healthcare, St. Louis, Missouri

10,000 employees  
 1,000 medical staff  
 10 campuses  
 36 buildings  
 One shared calling.



## Examples of Great Conversations

<b>G</b>	Hello, Mrs. MacDonald.
<b>R</b>	I'm Elizabeth Brown, your nurse for today.
<b>E</b>	I know you will be going to the rehab gym later, and we'll make sure you're back when your family is here to see you.
<b>A</b>	Is there anything more I can do for you today?
<b>T</b>	Thank you and I'll see you later when you're back on the unit.

<b>G</b>	Hello Mr. Green.
<b>R</b>	I'm Mike MacNeil, your housekeeping staff member on the unit today.
<b>E</b>	I'll be in your room for about 10 minutes and then back later to clean the bathroom.
<b>A</b>	Is there anything you need that I can get for you before I leave?
<b>T</b>	Thank you and I'll see you later this afternoon.

<b>G</b>	Hello Miss Bell.
<b>R</b>	I'm Florence Taylor, the doctor who will be looking after your surgery.
<b>E</b>	Tomorrow you'll have your gall bladder removed. You're scheduled to get moved to the operating room by 7:30 a.m., and I'll see you when you arrive.
<b>A</b>	Do you have any questions or concerns at this time? If you don't now, but you think of something later, please have your nurse call me.
<b>T</b>	Thank you and I'll see you in the morning.