

Delivering on the

Patient and Family Promise



Prepare

Review the chart before seeing the patient. Anticipate the patient's and family's needs.



Make a Connection

Sit down facing the patient when listening and talking. Ask about the patient's likes and hobbies.



Involve Family

Get to know the family members, too. They often have valuable information about the patient's condition. Identify the main caregivers and include them in patient education.



Consider Cultural Values

Think about factors that may impact personalizing care (i.e., shopping where there are no food labels).



Share Decision Making

Give patients and families options when possible and involve them in the decisions regarding their care.

Personalize Your Care with a Focus On Your Values and Needs



Our patients and families are our #1 priority. The patient and family promise is what is expected of us every time they visit. These tactics are a reminder of simple things we can do every day to ensure we are making those we serve our highest priority; after all 'It's who we are.'