

Ten-minute Tools

Tools to inspire a service culture through insight, discussion and action



Building Trust and Confidence in You

INSIGHT

Our members and patients feel less anxious when they are addressed politely and know who is serving them. You also can help to decrease anxiety by saying something reassuring and/or letting members and patients know something about your skills, education and experience.

DISCUSSION

How do you and your team introduce yourselves to our members and patients? Consider the following introduction:

“Good morning, Mrs. Wee, I’m Ann Adams and I’m the medical assistant working with Dr. Roscoe today; please follow me to the exam room.”

What can you say to help the members and patients feel less anxious? Consider the following examples of reassuring statements:

- I’ve been teaching people about diabetes for 10 years. I really enjoy it.
- I’m very experienced at drawing blood. I’ll have you out of here in no time.
- Don’t worry; I’ve given more than a thousand injections.
- People tell me that after I put the cast on, they feel less pain.
- I know that this is hard. I’ll let you know what is happening all along the way.
- Don’t worry; I’ll take good care of you.

ACTION

During the day, go out of your way to introduce yourself and say something reassuring to patients and members. See if you notice a difference.



This document supports Building Trust and Confidence, an evidence-based communication practice that helps to reduce patient and member anxiety, resulting in improved patient care, health outcomes, referrals/hand-offs; and patient and staff satisfaction.

For tools, training and resources on this and other evidence-based practices that help to improve the patient and member experience, please visit the National Service Quality website at: <http://kpnet.kp.org/qrrm/service2/index.html>.

Ten-minute Tools

Tools to inspire a service culture through insight, discussion and action



Building Trust and Confidence in Others

INSIGHT

Healthy, caring relationships with our colleagues contribute to our sense of satisfaction with our work. Speaking respectfully and positively about our colleagues increases member, patient and staff satisfaction, and ensures smooth transitions during hand-offs and referrals.

DISCUSSION

How can you and your colleagues build patient and member trust and confidence by speaking respectfully and positively about one other? Consider the following examples of positive statements:

- You will like Dr. Yee. She is very good with children.
- We have a great team.
- The lab has very gentle phlebotomists. You will have your results on My Health Manager by this evening.
- It is such a pleasure working with José. He is very talented.
- I'm going to refer you to Dr. Gray in Podiatry. She is an excellent foot surgeon.
- All the members love Anna.
- Mary is so good at explaining things.

ACTION

During the day, go out of your way to speak positively about your colleagues, your team and other departments. See if you notice a difference.

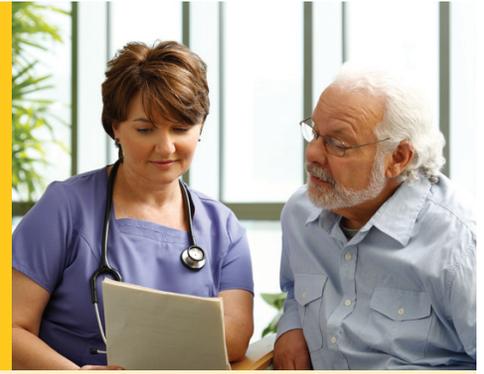


This document supports Building Trust and Confidence, an evidence-based communication practice that helps to reduce patient and member anxiety, resulting in improved patient care, health outcomes, referrals/hand-offs; and patient and staff satisfaction.

For tools, training and resources on this and other evidence-based practices that help to improve the patient and member experience, please visit the National Service Quality website at: <http://kpnet.kp.org/qrrm/service2/index.html>.

Ten-minute Tools

Tools to inspire a service culture through insight, discussion and action



Building Trust and Confidence in Our Processes

INSIGHT

When we speak positively and confidently about our organization and the services we provide, patients and members feel more at ease and more confident in the care they receive from Kaiser Permanente.

DISCUSSION

How can you and your colleagues build patient and member trust and confidence by speaking positively about Kaiser Permanente and the services we provide? Consider the following examples of positive statements:

"KP.org is a great way to refill your prescriptions and you have the option to receive email refill reminders and even have your prescription mailed directly to your home."

"KP Health Connect is a great system that enables any KP provider to see your medical history, allergies and previous visits on this electronic medical record, no matter where you receive care."

"Our call center is staffed with registered nurses, trained in clinical protocols, to ensure you are seen when you need to be, by whom you need to be, and also that you are directed to the appropriate level of care (such as the ED, Primary Care, etc.)."

ACTION

During the day, go out of your way to speak positively about Kaiser Permanente and the services we provide. See if you notice a difference.



This document supports Building Trust and Confidence, an evidence-based communication practice that helps to reduce patient and member anxiety, resulting in improved patient care, health outcomes, referrals/hand-offs; and patient and staff satisfaction.

For tools, training and resources on this and other evidence-based practices that help to improve the patient and member experience, please visit the National Service Quality website at: <http://kpnet.kp.org/qrrm/service2/index.html>.