

Service Key 6



Sensitivity to Inconvenience

- Goal:** To help staff recognize and empathize with the inconvenience patients and family members face during hospitalization.
- Objective:** Identify patient and family inconveniences created by being hospitalized in general or by your department specifically. How can staff soften the effects of these inconveniences?
- Materials:** Flip chart, marker board or poster board.
- Activity:**
1. Have group discuss the inconveniences patients experience as a result of your department specifically or inconveniences in general by individuals who must come to a hospital.
 2. Identify very specific things staff can do to soften the effects (demonstrating sensitivity and empathy) to these inconveniences?
 3. Have your staff brainstorm about creative ideas and solutions. Prioritize these according to which are the most important to the patient or where you can implement the solutions most effectively. Write them on a flip chart, marker board or poster board.
 4. Keep the ideas posted in your department or unit in a place that is visible to staff members.
 5. Review the items with your department at next month's staff meeting to see if you have made progress on any of the highest priority issues.

Simply **Extraordinary**