Aurora St. Luke’s Medical Center
Quick Tips for Improving the Communication Domain
“P” for Position/Re-Position

While patients are in the hospital and acutely ill, they are at risk for developing pressure injuries which can lead to an increased length of stay and discomfort. By proactively turning our patients or encouraging them to move themselves, we can have a positive impact on their recovery.

Key Words: Skin Health
            Concept-Prevent Breakdown/bedsores/pressure injury

Tactics: Assesses length of time patient has been in current position
         If no turn/reposition in 2 hours, reposition now
         Educates patient on importance of repositioning for skin health

Consider using some of the following phrases but more importantly, use your own words so it doesn’t seem rehearsed. You want patients to trust you and the care you provide. The relationship you build with your patients will enhance the patient experience overall.

- “You’ve been in this position for a while. Let’s reposition you now to keep your skin healthy and prevent skin breakdown”.
- “I’ll be reminding you about this frequently. I know you are able to reposition on your own but since you’re not feeling well or uncomfortable, you may forget to change positions. It’s a good idea to change your position frequently to keep your skin healthy and prevent breakdown or injury”.
- “It is a good reminder is to shift yourself around in the chair (bed) whenever a TV commercial comes on”.
- “I’ll be repositioning you now for your skin health. I want to prevent you from getting skin breakdown.”
Aurora St. Luke’s Medical Center
Quick Tips for Improving the Responsiveness Domain
"P" for Possessions

While caring for patients, we move things like their phone or call light because they get in the way of cares. However, if they aren’t returned to the patient and their phone rings or they wish to push their call light, they reach for these items and risk falling. By ensuring these items are within reach EVERY TIME we leave the room, we will keep our patients safe.

Key Words: Safety
Within your Reach
Concept: Don’t have to call

Tactics: Ensures that call light, phone, tissues, water, etc. are within reach
Remove clutter to prevent tripping hazard

Consider using some of the following phrases but more importantly, use your own words so it doesn’t seem rehearsed. You want patients to trust you and the care you provide. The relationship you build with your patients will enhance the patient experience overall.

- “For your safety and convenience, I always want to make sure you have everything you need within reach. I don’t want you to have to call.”
- “I’m placing your call light next to your right hand. Your safety is important to me so I don’t want you to have to reach for things you might need”.
- “Do you have everything you need within your reach? I want you to be safe so I don’t want you to have to reach for things”.

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