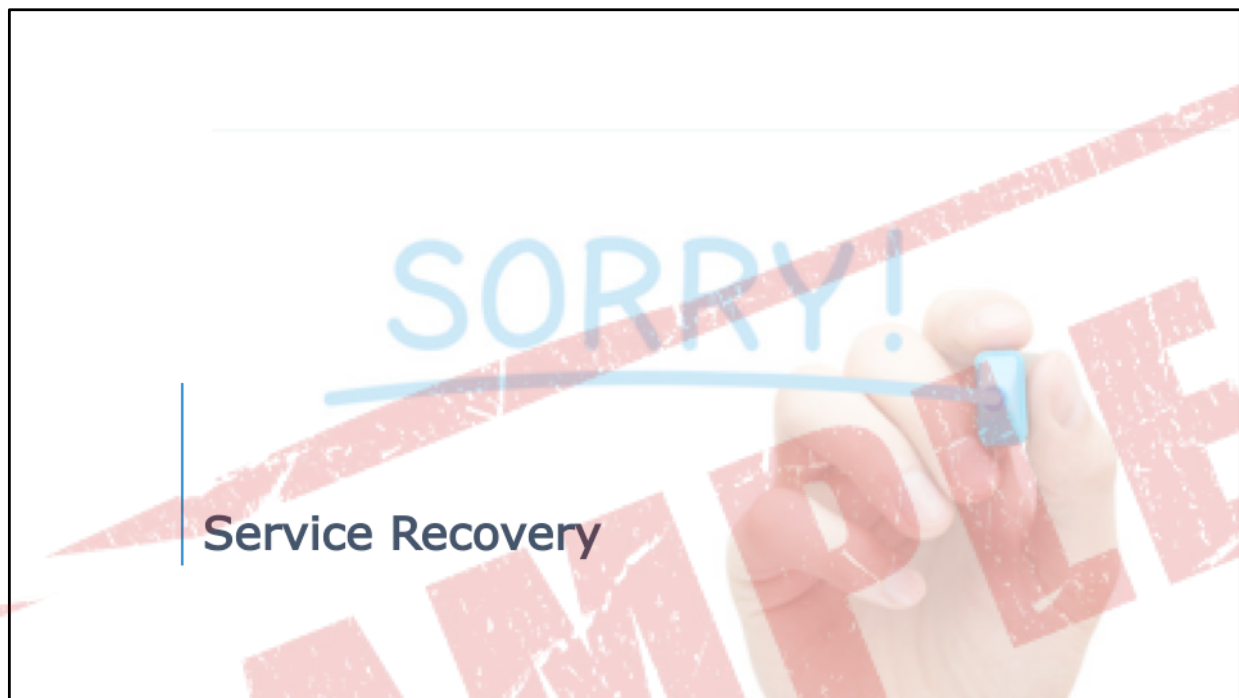




FACILITATOR NOTES

Sample Document



Say:

We spend a lot of time talking about the things we can do to provide patients with a positive experience. Even in the best healthcare settings, however, things can go wrong and sometimes the true test of an organization is how it responds when things don't go as planned.

This session on Service Recovery will get to the heart of the issue, what to do when things go wrong and as some would say, we “messed up.” What do you do then? We will explore the benefits of having a dedicated service recovery culture and provide you with ideas that will help you say the right thing when the patient or a family member is upset that they didn't get the service they thought they deserved.

Transition to: What You'll Learn...



When Things Go Wrong: Service Recovery is the Goal

- It's inevitable that things don't always go "right" despite best efforts
- Accept that mistakes happen, yet we must handle them appropriately on behalf of our patients/families
- "Recovery" is the goal in order to maintain the trust of our patients and their families
- "Recovery" ensures we are doing all we can to meet their needs
- Important Guideline: Act quickly

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Say:

- **[CLICK]** It's inevitable that things don't always go right even when we do our best.
- **[CLICK]** While we need to accept that some things go wrong, that doesn't mean that we don't do anything about the situation. Instead we need to put our best efforts into handling them appropriately on behalf of patients and family members when things have not gone as expected.
- **[CLICK]** The goal is more than saying we're sorry; the goal is actually to "recover" from experience. Its important individuals feel listened to, respected and supported. We also want to maintain the trust of our patients and their families and **[CLICK]** to ensure we are doing all we can to meet their needs.
- **[CLICK]** One of the keys to service recovery is to "act quickly." The longer the span of time between the poor patient experience and the recovery efforts, the greater the likelihood that we will not be able to achieve these goals.
- Service recovery is an essential part of delivering high quality, compassionate care and the aim of this session is to prepare you to handle these kind of situations whenever they may arise.

Transition to: Service Recovery Defined

Service Recovery Defined



- *Service Recovery* is the special effort patients and family members should expect on their behalf when things have not gone as expected.
- It includes actions taken by an employee to resolve a situation that has not gone as planned and when patient expectations have not been met.
- “Doing service recovery well” is an essential part of delivering patient experience excellence.

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** CUSTOMIZATION OPPORTUNITY

- ** (NOTE to Facilitator: If your organization has its own definition of “Service Recovery,” insert it here in place of the definition that is provided.)

Say:

There are many definitions of *Service Recovery*: this is one of them:

- **[CLICK]** *Service Recovery* is the special effort patients and family members should expect on their behalf when things have not gone as expected.
- **[CLICK]** It includes actions taken by an employee to resolve a situation that has not gone as planned and when patient expectations have not been met.
- **[CLICK]** Doing service recovery well is an essential part in delivering patient experience excellence.

Transition to: Your Own Service Story

Patient Experience #3, Scene 1



Chemotherapy Scene 1

What do you think about this interaction?

Was the nurse showing empathy?

What about her choice of words?

What might be some responses to the nurse saying, "I understand how you feel."

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Say: Here's one more example of a patient experience for you to watch and then for us to discuss.

Patient Experience, #3. Chemotherapy. (with Video)

Scene 1.

Setting: Room is a treatment room where patients are getting either kidney dialysis or chemo. The patient is sitting in a chair and has an IV or shunt of some kind. The focus is on one person, a female patient.

Patient: Appears to be quietly sobbing.

Nurse sits down beside the patient, puts a hand on her arm or her hand and says in a soothing voice: "I understand how you feel." The Patient doesn't look up but continues sobbing.

Freeze on the patient. Fade.

Discuss the questions on the slide:

- **[CLICK]** What do you think about this interaction?
- **[CLICK]** Was the nurse showing empathy? (**ANSWER:** Yes)
 - **Ask:** How?
 - (**ANSWER:** Through recognizing the patient's distress.)
 - (**ANSWER:** Through her tone of voice.)
 - (**ANSWER:** Through her non-verbal communication of touch.)
- **[CLICK]** What about her choice of words? **[CLICK]** What might be some responses to the nurse saying, "I understand how you feel."
 - (**ANSWER:** The patient might say, "No you don't! You aren't me and you aren't going through this treatment or worrying about how you'll take care of your kids." OR the patient might respond positively.)

Transition to: Discussion: Empathy Do's and Don'ts