

S.T.A.R.T. WITH Heart®

Participant Notes

S mile and greet warmly	<ul style="list-style-type: none"> • Has enormous impact on first impressions • Leads to better rapport, greater satisfaction, and can communicate empathy • Leads you to be more personal, competent, and more likely to provide better service • Genuine smiles can lead to improved mood, stress recovery, and reduced suffering • Verbal and nonverbal behaviors need to be consistent
T ell your name, role and what to expect	<ul style="list-style-type: none"> • Key to communicating our role, how we work together as a team, and how we will take care of them • Introductions include: smiling, eye contact, name, clear explanation of your role, expectations • Exhibit a friendly, polite, respectful, calm, and professional attitude • People are more likely to build rapport with someone when they know their name and have the opportunity to connect with them as people
A ctive listening and assist	<ul style="list-style-type: none"> • Requires us to hear the entire story, attend to verbal and nonverbal cues, reflect back what was heard, and allow for clarification • Resist the urge to jump in with your own thoughts or solutions • Providing a listening ear and some appreciation for what is said communicates empathy • We are all responsible to caring for our patients and each other
R apport and relationship building	<ul style="list-style-type: none"> • Establishing rapport is our ability to connect with each other • A friendly greeting and brief social comments builds trust and communicates empathy • Results in higher satisfaction, willingness to return, and fewer negative reviews • Examples of topics for building rapport: weather, sports, vacations, hometown • Nonverbal communication includes: comfortable eye contact, touch (when culturally acceptable), nodding head, smiling when appropriate • Verbal affirmations of empathy - S.A.V.E. mnemonic <ul style="list-style-type: none"> Support: "I'm here for you. Let's work together." Acknowledge: "You have a lot on your plate." Validate: "I would feel this way too." Emotion Naming: "You seem upset."
T hank you	<ul style="list-style-type: none"> • Powerful to express that it's a privilege to take care of each other • Meaningful thank you includes three components <ul style="list-style-type: none"> – Specific act you are thankful for – Acknowledgement of effort – What it meant to you • Examples of gratitude <ul style="list-style-type: none"> – "Thank you for allowing me to participate in your care." – "Thanks for helping me with that project." – "Thank you for being a valued patient here."

Respond WITH H.E.A.R.T.®

Participant Notes

H ear	<ul style="list-style-type: none"> Listening allows us to get the information we need to effectively perform service recovery and establish trust Components of active listening are: hear the entire story without interruption, attend to verbal and nonverbal cues, reflect back what you hear, allow time for clarification, summarize what you heard
E mpathize	<ul style="list-style-type: none"> Empathy is the ability to imagine oneself in another's place and understand their perspective, feelings, desires, and ideas Expressing empathy connects us and builds trust When we show empathy, we are more engaged and satisfied in our work, suffer less burnout, and feel helpful and generous Nonverbal communication to build empathy includes: comfortable eye contact, touch (when culturally acceptable), nodding head, open body posture, smiling when appropriate, pausing, slowing pace of conversation, allowing silence Refrain from saying phrases such as: "I understand," "Don't worry," "But..." Verbal affirmations of empathy - S.A.V.E. mnemonic <ul style="list-style-type: none"> Support: "I'm here for you. Let's work together." Acknowledge: "You have a lot on your plate." Validate: "I would feel this way too." Emotion Naming: "You seem upset."
A pologize	<ul style="list-style-type: none"> Are more effective if they are offered after communicating empathy This does not mean it is your fault or that you accept/assign responsibility or blame Acknowledges the concern and expresses regret for what the other person is experiencing Effective apologies can restore relationships and promote healing after damage has been done for both parties Examples <ul style="list-style-type: none"> "I'm sorry you had to wait 45 minutes past your appointment time." "I apologize I didn't respond to your email sooner."
R espond	<ul style="list-style-type: none"> Take ownership of the situation by: addressing what you can do realistically, set expectations and time frames, give options (when appropriate), and follow up Examples of statements that indicate your intent <ul style="list-style-type: none"> "If it's okay with you, I'd like to do ____ on your behalf." "I will page your doctor now. I know he is currently with another patient. If I don't hear back within ten minutes, I will page his nurse." If the situation escalates, follow the 3 Levels of Service Recovery in order: <ul style="list-style-type: none"> Level 1: Caregiver uses H.E.A.R.T.® model Level 2: Caregiver refers to Management Level 3: Caregiver/Management refers to Ombudsman
T hank	<ul style="list-style-type: none"> Expressing thanks brings awareness to issues and allows us to improve It's a privilege to take care of each other; thanking someone communicates what we value A meaningful thank you includes three components: <ul style="list-style-type: none"> Specific act you are thankful for Acknowledge how difficult it was to speak up What it means to us to receive this information Examples of gratitude <ul style="list-style-type: none"> "I appreciate you bringing this to my attention so I may address it. Is there anything else I can do before I go?" "Thank you for helping me with that report so I could submit it on time."