

Skills Practice Scenarios

Facilitator Notes



S.T.A.R.T. with Heart® Learners should frame their answers using S.T.A.R.T. with Heart®

1. You're late for a meeting and anxiously waiting for the elevator. When the elevator doors finally open, you see an elderly woman inside struggling to push an older man in a wheelchair.

We should politely offer to assist the woman with the wheelchair. Obtain permission before assisting.

2. You're working at the front desk. A patient approaches you to check in. The patient says, "Hi, my name is Valerie Jones and I have an 8:00 a.m. appointment with Dr. Abraham."

Greet the patient with a smile and make eye contact and follow with the steps of SWH.

Caregivers are sometimes reluctant to share their name and/or role in these situations. This is an opportune time to reinforce the need for this step—even if it feels awkward. Sharing our name and role allows the person to connect with us as a person and assures them that they are speaking to the right caregiver.

3. While getting some coffee in the morning, you notice the newest member of your team—whom you have not met—is in the break room too.

Learners should use the SWH model to introduce themselves to the new team member.

4. You notice a visitor in the hallway who appears to be lost.

Approach the visitor politely and offer assistance. If at all possible, escort the visitor to their desired location. If caregiver is unsure of the location or if the visitor requires more assistance, escort them to the nearest Red Coat.

5. You are checking in a patient who provides the first name Alice for an appointment. There is a discrepancy between the patient's appearance and the name in Epic, which is Andrew. The last name and the date of birth both match. How will you greet the patient using S.T.A.R.T. with Heart®?

We should always use a person's preferred name when interacting and discussing them with fellow caregivers. We can also document this in EPIC under the preferred name section. The patient's legal name should still be listed for billing purposes. We can help fellow caregivers by sharing the patient's preferred name with them. The Office of Diversity & Inclusion has a great course available to educate and expand our vocabulary around culturally competent care for LGBTQ patients and their families, and creating an intentionally inclusive workplace for all caregivers.

We want to show respect to everyone we encounter and recognize the diversity of our patients and fellow caregivers.

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Respond with H.E.A.R.T.® Learners should frame their answers using Respond with H.E.A.R.T.®

1. A patient approaches you and says, “Listen, I don’t know what type of service you’re used to, but I’m not used to waiting. I’ve been standing here for almost five minutes and no one has even offered to help me!”

This situation may provoke an emotional reaction if the caregiver feels defensive. Stress the need for emotional intelligence before responding to the patient. Pay attention to the words used and the way they are said (tone, pace, inflection) as well as nonverbal messages that may be sent.

2. You receive a call from a patient with a billing issue. They have been transferred several times. You are not the correct person to speak with, either. The patient says, “You’re the fourth person I’ve been transferred to today. I have a problem with my bill and can’t seem to get the right person on the phone. I paid my co-pay when I was in to see the doctor, but it’s not reflected on my bill. I got a letter today stating that it’s going to collections!”

Learners should demonstrate the proper way to transfer a call using warm transfer techniques.

3. You are sitting at the front desk with another caregiver, Ted. While there’s some downtime, he begins sharing a personal story about what happened over the weekend. A patient approaches the desk and asks for assistance; Ted continues to talk to you.

- a. Using Respond with H.E.A.R.T., what would you say to Ted to politely ask him to stop talking?
- b. Using Respond with H.E.A.R.T., what would you say to the patient about the interruption?

RWH should be used for both scenarios.

4. A caregiver on your team confides in you that she’s feeling frustrated. She says, “I’m having a hard time conversing with that patient’s family. They keep asking the same questions over and over again. I can’t deal with them anymore.” How will you respond to her?

Use RWH with the coworker—just as we would for anyone else. The Respond step should include a tangible way to help (e.g. offering to speak to the family members yourself, working with the caregiver to come up with a different way to word the answer to the family members). It’s important to note that this conversation is not an invitation to complain, rather, it is a request for help.

5. A coworker is distracted and appears to be in a bad mood. You notice he’s made several mistakes in his work today; he is usually very conscientious. How will you use Respond with H.E.A.R.T.®?

RWH is used in this scenario to offer support to fellow caregiver. The response should reflect teamwork and empathy for the caregiver.