Transforming Arizona's Health Care System: Developing and Implementing the Health-e Connection Roadmap

TheCaseSolutions.com
Transforming Arizona's Health Care System: Developing and Implementing the Health-e Connection Roadmap

TheCaseSolutions.com
Fact #1

Effective communication is only 7% verbal and 93% non-verbal (the non-verbal is 55% body language and 38% tone of voice).

55% of the meaning in our words is derived from facial expressions, 38% is in how the words are said, and 7% is in the actual words spoken.
Fact #2
Positive relationships also help people perform better in tasks and at work, and learn more effectively.

TheCaseSolutions.com
Building Relationships and Communication

Positive interpersonal relationships are key to creating a positive energy in people's lives, it can elevate, revitalize, and enliven them.

TheCaseSolutions.com
Communication

• Communication seeks to preserve or enhance a positive relationship between you and another person.

• In healthcare today there is limited time for patient interaction so communication is very important to maintain patient satisfaction.

TheCaseSolutions.com
Why is it important to communicate effectively?

In health care,

- Ensuring that teams communicate effectively is central to managing and improving patient safety.
- Effective communication binds people together and allows many individuals to act with a common purpose and with coordinated activity.

TheCaseSolutions.com
Verbal Communication

Clear attention needs to be given to what we say to team members/patients. Each word you use plays an important role in the message you are trying to communicate.

The key is to...
Invest more time/effort in choosing words that will create the right environment/mindset.

TheCaseSolutions.com
The Communicator's Roadmap

A guide to creating the most effective message.

From Communicate to Influence, by Ben Decker and Kelly Decker

TheCaseSolutions.com