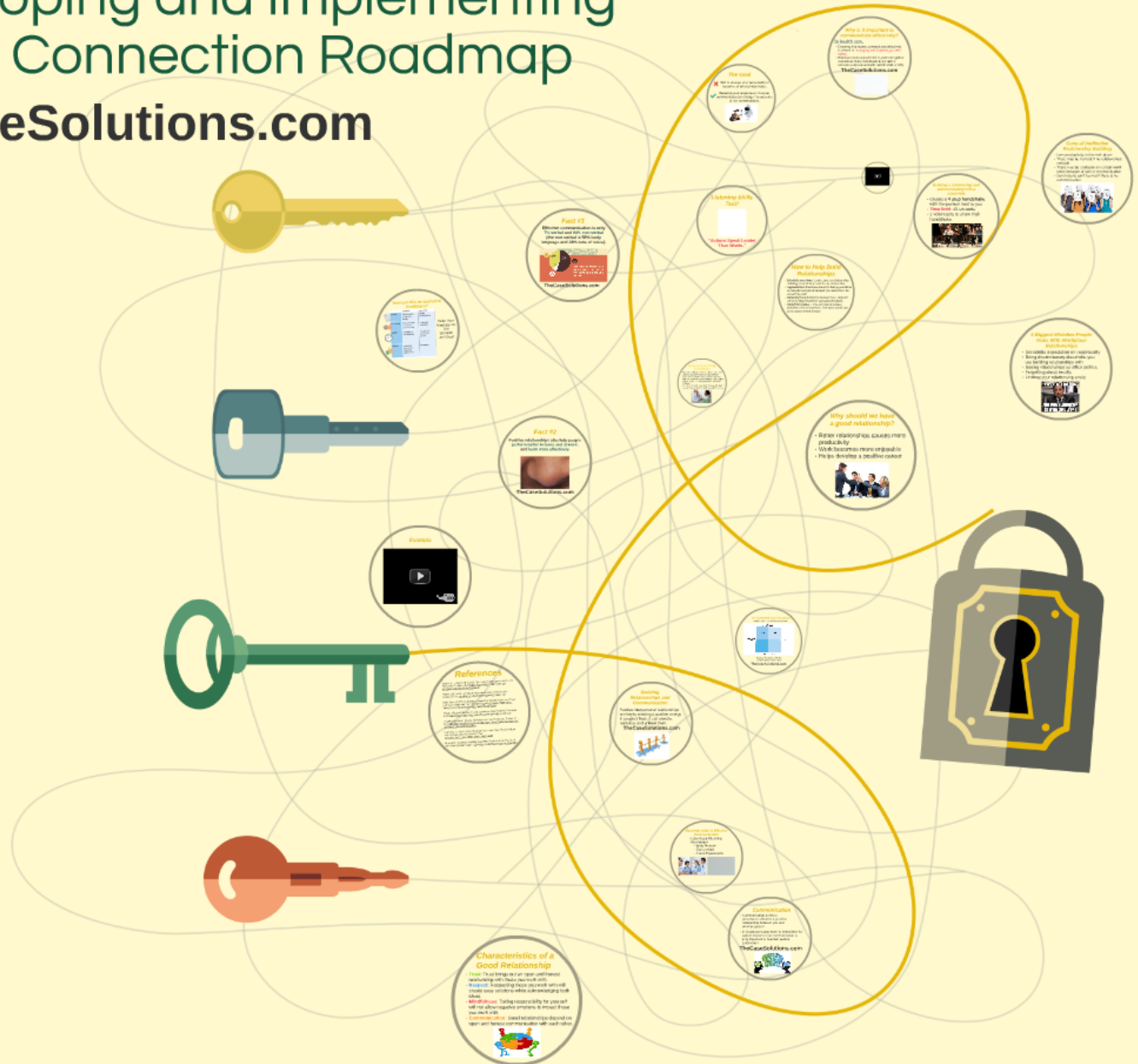


# Transforming Arizona's Health Care System: Developing and Implementing the Health-e Connection Roadmap

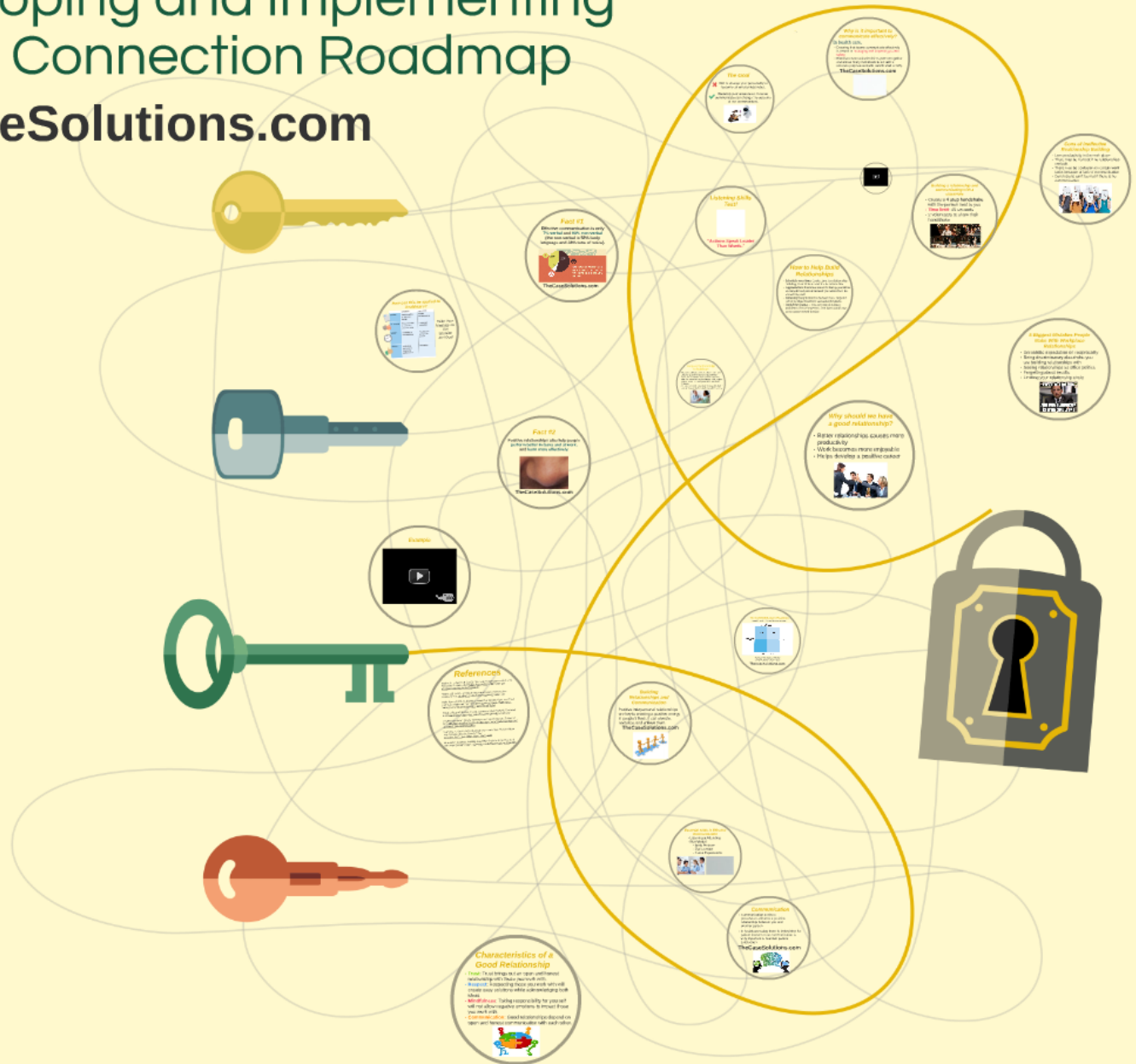
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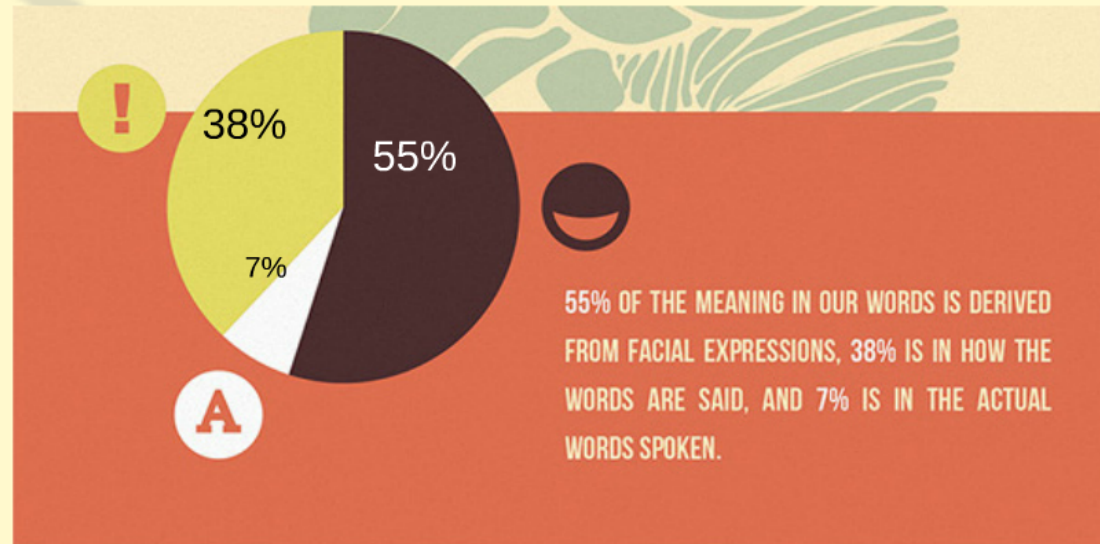
# Transforming Arizona's Health Care System: Developing and Implementing the Health-e Connection Roadmap

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## Fact #1

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



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## ***Fact #2***

**Positive relationships also help people perform better in tasks and at work, and learn more effectively.**



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## ***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.

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# *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.

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# *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.

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## *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...**

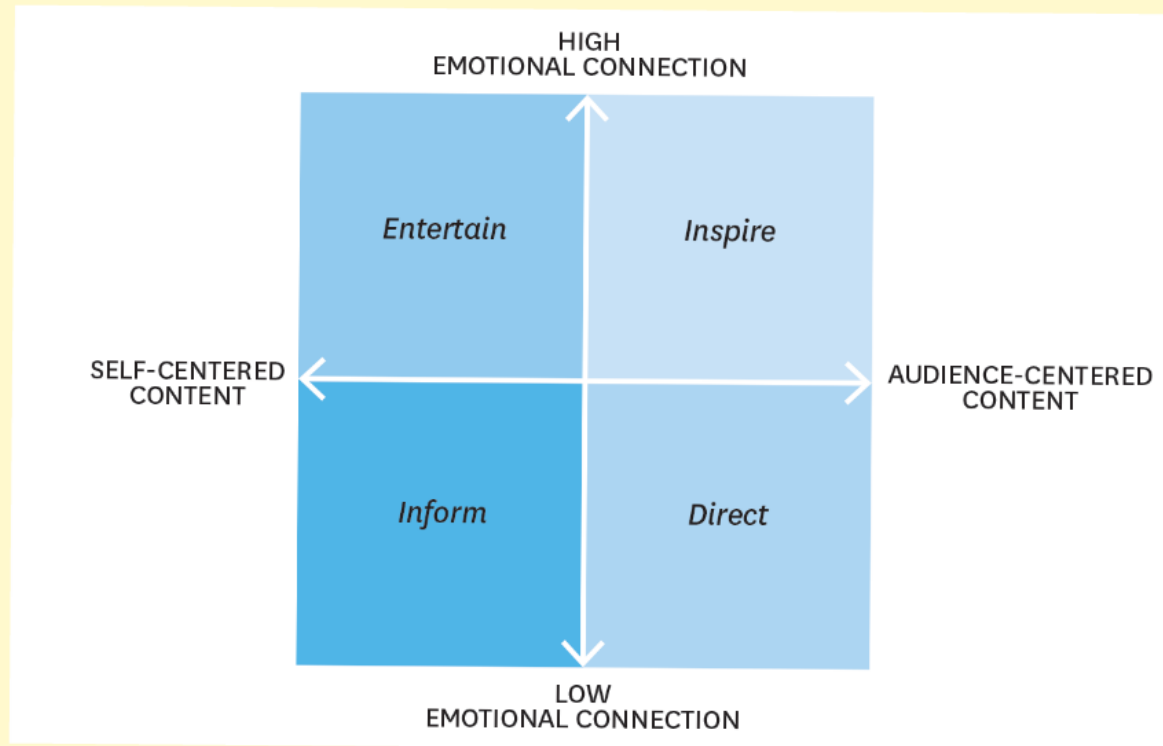
Invest more time/effort in choosing words that will create the right environment/mindset.

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## *The Communicator's Roadmap*

A guide to creating the most effective message.



From *Communicate to Influence*,  
by Ben Decker and Kelly Decker

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