



October 24, 2018 PEOC LAN: Applying Net Forward Energy in Patient Care

QUESTION	CHAT COMMENTS
<p>How might we apply Net Forward Energy to the grievance process at the facility level?</p>	<ul style="list-style-type: none">• Focus on how we can improve the way we do things to help resolve the grievance.• Listen with the intent to hear.• I might look at it as an opportunity to learn and be open to having an 'aha' moment.• Sometimes the situation is hot, and the grievance is in the forefront, I like to have a different staff member take over ...with fresh eyes.• Take grievances as opportunity for the clinic to learn and grow from the experience and improve quality of care (positive not negative).• Not judging the patient but trying to understand and being mindful that the situation can be better.• Begin with a win/win attitude to more easily reach a compromise with the patient.• Figuring out what IS going well and building on that.• If we have a net forward energy culture the grievances may reduce, and we will take problems as opportunities to improve.• We can acknowledge the grievance but also focus on what is working well with the patient/family. This will help remind them of the positive.



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- Give positive energy, portrayed as excitement or pleased to make the situation better or deal with the grievance to make it into a positive outcome.
- Be relationship centered and work on repairing broken relationships thru empathetic and fearless communication.
- We could use empathy as we listen and question thoughtfully about the patient's needs.
- The conference stopped. I hear nothing any more.
- Listen intently with open posture, sit at patient level; maintain eye contact, or comfortable eye contact for patient; acknowledge the patients issue or concern; ask how you may help.
- Check in with yourself before you support individuals with grievance and ask for support from Supervisor if you are not in good mood.
- Being present in the conversation with the person with a grievance with active listening so that they know you care. Also responding quickly with a resolution that is sustainable. Using that grievance to educate staff to any changes that would need take place.
- Ensure patient's that we want to know what we can do better.
- Raise awareness that the network can help with resolving issues at the facility level.



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	<ul style="list-style-type: none"> • Thanking patients for bringing a situation to your attention so everyone can learn from it. • Building a culture where patients can freely express concerns and the facility views these as an opportunity to improve. • We would ensure that grievances are being dealt in a timely manner and ensure that all patient grievances are being given importance. • Implement it in the Grievance toolkit and have facilities to share with their staff and patients. I think this will really make a difference. • Encourage patients to share observations. Encourage open lines of communications and trusting relationships. Improving QIP. Empathy vs apathy approach. • Approach with care, empathy and listen.
<p>When thinking about positive energy, thoughts, and statements, how might we use these to improve the patient experience during dialysis?</p>	<ul style="list-style-type: none"> • Give them a voice. • Use a positive affirmation to keep you focused when talking to patient. • Talking with the patient during their treatment means a great deal. It means you have time for them and they are not just a number. • Focus on what is going well.... more will go well!!! • Compliment the patient on clothes, good lab results, say thank you to them for taking good care of themselves. • Be present with the patient and use that to be empathetic.



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- Acknowledge patients with a smile.
- anytime you as a provider are portraying a positive frame of mind it rubs off on those you are serving.
- We could start each conversation with a smile.
- We need to listen more on the patient's needs for us to be able to cater to the needs of the patient and improve the quality of care that we provide.
- Just a comment - Knowledge is to speak but Wisdom is to listen.
- Use words to empower patients.
- BE CONSIDERATE of whatever it is that the patient is going through.
- When thinking about positive energy, we can use these to improve the patient experience by instilling confidence, using empathy to connect with our patients, welcoming them to treatment, etc.
- I think that I can provide positive reinforcement to our team when they do this, and I can look for teachable moments with team when there is room for improvement.
- Positive energy is contagious. Positive energy conveys hope.
- Understanding more of what is beneficial for patient experiences and working to increase those exposures.
- Be more supportive and better listeners.



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- Reframe the challenges to create opportunities to improve and master interventions to increase the experience for the Patients.
- It has been my experience that when a patient truly feels heard, they feel valued and not alone, rather supported. Positively reinforcing, normalizing and validating frustrations allows authentic expression and reciprocal energy.
- As a patient, I appreciate the fact that I am welcome on the day I am at treatment. A smile and a hello are easy but means a lot.
- Creating a welcoming environment from the lobby on makes a huge difference, trying to build a client community feel.
- By modeling a positive environment, it gives the patients a sense of security and safeness. You're showing them that there's a better outlook on life and that although dialysis is a life sustaining treatment, they can live full, prosperous lives.
- Take the time to sit and listen to the patient's concerns.
- SMILE goes a long way.
- will help promote a positive culture which will improve employee satisfaction and will translate into higher level of patient care and will also improve the patient experience.
- Positive energy is contagious. Patient always hear the negative so pointing out the positive feeds energy in to the patient and the team.



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- So many times, I must educate facilities on the effects a mental illness can have on a patient. I advise facilities to "start where the patient is" When addressing a patient's mental illness, always lead in with a positive on how the patient is succeeding and coping with the mental illness and managing their treatment.
- Positive energy like negative energy are both highly contagious, keep this in mind when engaging your patients. Stress positive verbs and minimize the negatives and you'll spread positive energy which lifts your patients.
- By keeping positive energy patients will feel more open to share their needs and feelings. Positive reinforcement on his achievements.
- Be as transparent and as honest with pts to reduce stress and anxiety.
- It's important to acknowledge and validate patient's emotions, thoughts, and feelings. Normalizing feelings while doing your best to listen with intent and empathic compassion.
- Positive energy provides better outcomes by means of positive response. positive thinking, good feelings and focus on positivity of life.
- Make sure that your patients experience you in a positive manner. Let them know that you are always there for them.
- Make the treatment a positive/Beneficial. I know you have a little extra fluid on today, but we are going to ease it off, and hope you will be feeling less short of breath and enjoy you family outing tonight.



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What elements of this are working to cause this success?

What specifically causes it to work?

How can you make more of that positivity to create better outcomes for all dialysis patients?

- If you believe things are going very well, you feel successful.
- Good communication.
- Team work ... if all is going well it means your team has melded... they trust each other.
- Feeling connected to the purpose of the work and connected to the patients.
- And you can share those beliefs with your patients.
- You have time to foster relationships and genuinely connect with your patients
- When patients feel a positive relationship and care - patients tend to be more apt at following the recommendations of the team.
- Staying engaged with patients.
- Patient load is manageable means that staffing is good, and lower turnover indicating happy staff. Which means happier patients,
- If the team is working together and changing their strategy to find what works best for each member success is more likely.
- Working together and show consideration.
- Constant follow up with patients.
- currently we are working on a fulfilled treatment team to increase patient compliance to attend treatment. This is working because the team is being positive and encouraging patients to come to treatment. they are praising the patients when they do come to treatment.



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- The positive attitude is contagious and helpful in the workplace.
- I have more time to be with patients, and co-workers. I have really gotten through most of the paperwork that needs to be done.
- Excellent communication among the team members.
- Being there for the patient when the patient needs somebody to listen. Trust is a big key as well. If patient knows that you can be trusted, then everything else follows.
- Success is caused by education and reinforcement.
- Good outcomes or results in their lab works gives them a positive life.
- Involve everyone in identifying the causes and planning to help sustain it.
- I feel like our patients have so much negativity coming their way, that we should be a safe, positive place for them. I do my best to leave my problems at the door when I come into work, so that I can help them find that silver lining. Support for our patients goes a long way.
- A positive attitude towards the task.
- When we have less staff turnover and keep long time staff, everything about forward energy is better. We had to really push as a team for better pay and better opportunities for our techs to help them be able to stay.
- Positive people creating a positive environment.
- The staff's energy to listen to Pts and their needs causes success.



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- I believe it starts with the staff. The staff must have positive energy and make the patients feel as though the facility they are at can provide them the best care. We understand that everyone patients and staff have bad days. However, it is vital the staff do not let the negative energy pour over onto other patients.
- Excellent communication with the patients.
- If relationships are positive then there is greater teamwork working towards a common goal, therefore greater success.
- Celebrate everything positive, even the small things. Happiness is contagious!
- Daily huddles allow for communication between all members of the team to be able to speak to the patient from the different disciplines to determine causes of treatment non-adherence.
- To make more positivity, continue to harbor positive relationship with management and employees.
- Communication on a regular basis; burnout prevention and stress management to keep things flowing as best as possible by sharing the loads. Addressing concerns immediately and proactively. Respectful and positive attitude with one another.
- To work, a motivated patient, well educated.
- Communication and team work to acknowledge what is going well and encourage patients to follow recommendations where needed.



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What Can I Do to Infuse Net Forward Energy into My Work Flow?

- Keep the positive energy flowing.
- Take care of me, be self-aware, promote positivity to team.
- Use Empathy.
- Quit whining and look for solutions.
- Be present.
- Be a good EXAMPLE to the team.
- Lead by example.
- Develop a positive attitude and positive mental base of my own, that will automatically flow in my work.
- come to work focused and in a positive mind set not allowing outside distractions to get in the way.
- Be optimistic, open-minded, self-reflection and see positivity existing (tends to be challenging at times).
- Continue to model a positive environment for our patients and staff.
- Make every patient personal.
- Show positive attitude towards patients and staff every morning.
- Focus on how I can change things that aren't working.
- Your patients have LIVES. Ask them what they are proud of or have accomplished and share that with staff, so they see them as PEOPLE, not numbers.



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- Which of my processes work well and figure out how to expand them.
- To be more proactive.
- Be present with staff and patients, listen and repeat what you heard to make sure you correctly heard the information, remain positive.
- I can personally infuse net forward energy into my work by speaking more positively towards my staff. When correcting a behavior, turn the conversation into a positive one, instead of just criticizing.
- Be aware of what is happening around you... Be cognizant of your audience
- Positive attitude in taking a challenge at a time, and not seem so overwhelmed as to stress everyone else out.
- Count your blessings before you begin. If you feel good about the work you're doing and the support you have in doing it, it will carry through into your work flow.
- Be mindful of my own feelings before I start the day and use positivity to spread.
- I can purposely take a 30-minute time out from 'busy work' and do some of the meaningful work to infuse net forward energy.
- Educate team about positivity. Take care of self-better.
- Practice what we preach. Speak up and address our concerns and worries, so that we can take care of ourselves, and take care for others.



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	<ul style="list-style-type: none">• Always be willing to effectively communicate and work in a team environment for a common purpose.• Be present in the moment. I have a job because I was chosen for this position and each patient has a choice of their provider.• stay in the here and now and let go of any negative issues that you have encountered. If you can change it, change it and if you can't let it go.• Empathy and consideration.
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