## Caring Communication Skill: Explaining Positive Intent Fact Sheet

State to the patient, family member or coworker how what you’re doing is for their sake. When you make clear your positive intent,the other person knows that you are acting in his or her interest. Then, he or she feels more secure, less anxious, more trusting and more cooperative. The patient knows you’re on his or her side.

**Three Steps**

1. Get clear on how what you are about to do is in the person’s best interest.
2. Explain what you are going to do.
3. Tell the person how it is for their sake.

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| **Examples**  • *I’m closing the door to protect your privacy.*   * *I’m going to press lightly on your belly. I want to make sure there’s no pain or swelling.* * When you are transitioning patient to another caregiver: *I want everything to go well for you!* * Here, let me help you onto the exam table*.* *I want you to be safe.* * With a coworker: *You look upset with me. I want to work this out with you.* * On the phone: *Is it okay if I place you on hold, so I can check the number. I want to be sure I‘m giving you the right number.* * *I want to give you an update, so you won’t be wondering.* * To family member: *I want you to know exactly what’s going on with your son so you can feel clear and rest easy.* * *I want you to know exactly what you need to do to get ready, so you won’t have to reschedule or do the test again.* * I’m suggesting a liquid diet for you in order *to keep your stomach calm for your procedure*. * With an irate doctor: “I want to help you.” |

**A Few Examples related to Patient Satisfaction Survey Items**

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| **Survey Item** | **How can you explain, making clear your good intentions?** |
| Staff includes you in decisions about your treatment | *“I want to know what you think. I want you to feel involved and respected as we plan your treatment.”* |
| Staff responsiveness to concerns and complaints | *“I hear what you’re saying and I want to resolve this for you.”* |
| Staff addressed your emotional needs. | *“I want you to feel free to talk to me about what you’re feeling, since I care about your emotional well-being too.”* |
| Likelihood of recommending | *“I want to do all I can to satisfy you, so you’ll feel good recommending us to your family and friends.”* |