

B	I	N	G	O
Use the 4 A's in Service Recovery	Acknowledge 5 people in the hallway	Explain the duration of an exam	Thank the patient	Manage Up a different department
Conduct an Hourly Round	Use an empathy statement ("I see that ... I sense that ... I hear that ... It seems like ...")	Manage up physician	Ask "Is there anything else I can do?"	Recognize a coworker for specific actions taken to enhance patient experience
Use G.R.E.A.T with one of your patients	Use the phrase "For your comfort ..."	FREE	Ask "What are you most interested in accomplishing in this visit?"	Introduce coworker by name
Introduce yourself by name	Update patient about wait time	Knock on patient door before entering	Greet a guest by name	Manage up a coworker
Explain the purpose and side effects of a medication	Ask "What questions do you have?"	Offer comfort items to waiting patients (water magazines etc.)	Use the phrase "To protect your privacy ..."	Explain survey process to patient

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