



Solution

Attitude of Gratitude

What...

Expressing gratitude to our patients, as well as visitors and coworkers.

Patients have a choice as to where they receive healthcare services; so, when they entrust their care to us, we can acknowledge them and show appreciation for their choice.

Why...

"Thank yous" tell others that they're more than a number; they are a valued patient, visitor, or coworker.

In all communications, our manners matter.

In today's rushed world, something as simple as a sincere "please" and "thank you" can create the foundation of a respectful work environment and positive staff and patient experiences. "Please" and "thank you" are more than a courtesy, they can reflect on you as a caring person.

"An attitude of gratitude is contagious."



How...

Patients will often thank us for our helpfulness and care, and it's important that we take the time to also thank them.

Given its simplicity and impact, "please" and "thank you" should always have a place in your conversations, emails, texts, phone calls and messages.

Expressing sincere gratitude to our patients may sound something like this:


"Thank you for calling to schedule your rehabilitation appointments with us."

"We know you had a choice of where to have your surgery, and we are thankful you chose us for your care."

"It was so nice to meet you today; thank you for coming here for your lab tests."

None of these statements of appreciation seem all that difficult, and when spoken with a true generosity of heart and spirit, they can truly make the patient feel as though they have, indeed, chosen the best place for their care. These are valued relationships, and it is a huge honor to serve them and take care of them.

And don't leave your co-workers to feel unappreciated by not saying "thank you" after you've been helped out by a co-worker in some way.



"Smiling and taking time to express gratitude is like giving someone a gift."

- Lauren Ell

