



# THE lamp LIGHTER

Methodist Hospitals Nurse Newsletter • July 2024

## Enhancing the Patient Experience Through Effective Communication

At Methodist Hospitals, our patients are the heart of everything we do. Each interaction profoundly influences their experiences and perceptions throughout their journey with us. As healthcare professionals, we hold a unique responsibility to address and impact the human experience.



Trust is the cornerstone of the patient-caregiver relationship. When patients trust their caregivers, they feel safe, supported, and more engaged in their care. To foster this trust, we must be present and attentive in every interaction. This presence helps to build a rapport and assures patients that their concerns are our priority.

Active listening is a vital skill in effective communication. It involves not only hearing the words a patient says but also understanding the emotions and concerns behind those words. This can be achieved by:

- **Sitting at the bedside:** This simple act can make patients feel valued and heard.
- **Using verbal and non-verbal skills:** Nodding, maintaining eye contact, and summarizing what the patient has said can affirm their feelings.
- **Allowing patients the time to express themselves:** Patience is key. Give them the space to share their thoughts without feeling rushed.

By actively listening, we show patients that we genuinely care about their wellbeing and are invested in their needs.

### COMMUNICATION TECHNIQUES to Improve Patient Experience

1. **Engaging in Open-Ended Questions:** Open-ended questions encourage patients to share more about their concerns and preferences. This approach demonstrates that we value their input and seek to understand their unique situations.
2. **Making Welcoming Statements:** Warm greetings set the tone for a positive interaction. By being approachable and friendly we can put patients at ease during a daunting chapter in their lives.
3. **Using Positive Language:** How we communicate matters. Framing our words positively and avoiding negative phrasing help maintain a supportive environment.
4. **Demonstrating Empathy:** Empathy goes beyond listening; it involves understanding and connecting with the patient's emotions. By staying present and letting go of biases, we can better address their needs and concerns.
5. **Friendly Words and Tone of Voice:** Our tone often conveys more than our words. Using a friendly and non-judgmental tone helps patients feel more comfortable and respected.

Clear communication and cooperative interactions not only enhance the patient experience but also lead to better health outcomes. When patients feel understood and supported, they are more likely to follow medical advice and engage in their treatment plans. This cooperation between caregivers and patients fosters a healing environment where positive health outcomes are more achievable.

Let's continue to make every patient interaction count, ensuring that each person we care for feels valued, understood, and supported. Together, we can make a difference in the lives of our patients by staying true to the principles of compassion, trust, and effective communication.

## A New Home for our Southlake Wound Treatment Center

The Methodist Hospitals Wound Treatment Center – Southlake outgrew its previous space and moved to its new home in June. The new address is:

**Southlake Campus – Pavilion D  
303 E. 89th Ave, Merrillville**

Please instruct patients and their families to enter the new Wound Treatment Center via the Pavilion D West Entrance. There is ample parking in the lot just outside that entrance. For more information, please call 219-738-6647.

## Kele Ivey is an Up & Coming Woman in Health Care Finalist

The Northwest Indiana Influential Women Association (NWIWA) has selected the STAR Center's Kele Ivey, BSN, RN, SANE-A, as a finalist for this year's Influential Women of Northwest Indiana Up & Coming Woman in Health Care. The NWIWA, which promotes the professional development of Northwest Indiana women, will recognize her at their annual awards banquet in September. Please join us in congratulating Kele for this honor.



## Congrats to Cheryl Rhoades on her Retirement



Senior Vice President of Operations and Chief Nursing Officer Marla Hoyer-Lareau (left), and President and CEO Matt Doyle (right), congratulate Cheryl Rhoades on her retirement.

After 48 years as a Registered Nurse and 20 years of dedicated service to Methodist Hospitals, most recently as manager of our Neuro IMCU unit, Cheryl Rhoades, RN, can now dedicate all her time to her family as she and her husband enjoy their new home in Wisconsin. We'll miss you, Cheryl. Thank you for all your service to our patients.

## The Newest Methodist Hospitals TV Commercial is Airing Now

Many of our Northwest Indiana neighbors are unaware of the outstanding care offered by our physicians, staff and, of course, our nurses. That's why Methodist produced a new TV commercial that spotlights just some of our recent awards and accreditations. It's now airing on all the most watched cable TV networks, including A&E, ESPN, Lifetime, TBS, TNT, USA and many more, as well as most popular streaming services.

**You can see it right now.  
Scan this QR Code to take a peek!**



## KEEPING OUR NURSES *connected*

Our recent survey of Methodist Hospitals nurses revealed that many of you would like to receive Nursing Department Communications via text or to your personal email address.

So, we created a secure, online way for interested nurses to provide that information.



Just scan this QR Code or visit **MethodistHospitals.org/Connect** to fill out our simple sign-up form.

Your information will only be used for official departmental communication and will not be shared with anyone.

