



For you, your career, and your life

RAP

Resident Assistance Program Newsletter
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Undivided Attention: The Connection that Matters Most

When the Rotary Club of Cypress-Fairbanks in Houston, Texas meets at lunchtime, there's a simple rule that keeps the sound of ringing phones from interrupting the meeting: If your mobile device rings, you buy dessert for everyone in attendance. "You might call it the silence-or-banana-pudding-rule," says one member. "No one makes that mistake twice."

Giving anyone your undivided attention is more difficult than ever. Technology makes it possible to multitask almost constantly. Our electronic tools simplify many

tasks, like getting directions, making travel reservations and reading a patient's test results. Yet the same tools can distract us.

Uses and Misuses of Mobile

Using multiple mobile technology devices simultaneously can help us get our job done. Americans are almost glued to their gadgets, and the workplace is no exception, the 2011 Mobile Etiquette in the Workplace Survey found.

The survey, conducted by Ipsos for computing innovation company Intel, sought to learn how people interact with their mobile technology and each other. It also tabulated the opinions of human resources managers about mobile devices and productivity.

Among the survey's findings:

- While 70 percent of HR managers believe mobile Internet-enabled devices allow employees to be more productive by multi-tasking, 79 percent say mobile devices can be a hindrance by

Most people will experience what is called a "major life stress" at some point in their lives. The stress may stem from educational concerns, learning problems, financial worries, legal issues, substance problems, relationship difficulties or workplace changes. These can affect us directly or indirectly regardless of our age, gender or socioeconomic status. Generally, we can deal with our own problems and manage them successfully. When problems grow beyond our ability to deal with them, there are some immediate steps you can take. One of those is to contact your Resident Assistance Program (RAP).

Contact RAP: 813-870-3344

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- causing unnecessary disruptions in the workplace.
- Fifty-five percent of HR managers say employees pay more attention during in-person meetings when they have their mobile Internet-enabled devices with them and know they can be reached for any urgent needs; However, 74 percent say the use of mobile devices hinders the productivity of in-person meetings.
- Four in ten HR managers (42 percent) have received a complaint about an employee's improper use of mobile technology in the workplace,



"You cannot truly listen to anyone and do anything else at the same time."

- M. Scott Peck

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Resources

SullivanLuallin Group, *The Patient Experience Transformation Company*
www.SullivanLuallinGroup.com

"Star-Studded Service: 6 Steps to Winning Patient Satisfaction," by Kevin W. Sullivan and Meryl D. Luallin. MGMA (2012)

"Just Listen: Discover the Secret to Getting Through to Absolutely Anyone," by Mark Goulston, MD. AMACOM (2009)

"The Lost Art of Listening: How Learning to Listen Can Improve Relationships," by Michael P. Nichols. The Guilford Press; Second Edition (2009)

"Listen Up: How to Improve Relationships, Reduce Stress, and Be More Productive by Using the Power of Listening," by Larry Barker and Kittie Watson. St. Martin's Press (2000)

Your Resident Assistance Program

The RAP newsletter is provided as a benefit to medical residents at the USF Health Morsani College of Medicine and their dependents.

We welcome your comments on newsletter topics, however, we cannot provide RAP services by email.

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Undivided Attention Makes Communication Flow

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and top mobile etiquette offenses include a phone ringing during a meeting (60 percent) and employees using their laptop to check email or surf the Internet during a meeting (44 percent).

Essential But Subtle Clues

A nonstop work pace can make us want to rush through every encounter. We can lose patience when the person talking fails to get to the point quickly. Yet it focused, attentive and interactive conversations achieve the best connection and clearest communication.

When we don't focus our full attention on the conversation at hand, we risk missing some of the context and meaning that helps us learn what's really being said.

"Sometimes the most revealing part of a message isn't found in the words themselves but in the subtle messages wrapped around those words," writes Dianna Booher, communication expert and author. "Failure to pick up on these 'secret messages' may leave you blind to what is really being communicated."

Larry Barker, Ph.D., author of numerous books on communication and listening, says it this way: "Effective listeners remember that 'words have no meaning - people have meaning.' The assignment of meaning to a term is an internal process; meaning comes from inside us. And

although our experiences, knowledge and attitudes differ, we often misinterpret each other's messages while under the illusion that a common understanding has been achieved."

A Model for Patient Interactions

Healthcare consulting firm SullivanLuallin Group uses the C.L.E.A.R. service model to help doctors have successful patient interactions.

Connect

- Knock before entering exam room
- Greet with a smile and handshake
- Use patient's name
- Introduce yourself/Welcome new patients
- Apologize if late (thank patient for waiting)
- Be seated

Listen

- Ask "How can I help you today?"
- Give good eye contact
- Let patient speak uninterrupted
- Respond with an empathy statement
- Ask "Is there anything else we should discuss?"

Explain

- Use non-technical terms
- Share results (show the EMR screen)
- Give written instructions (After Visit Summary)
- During exam/procedure tell what's happening
- Tell what will happen next

Ask

- Ask "Do you have any questions?" OR "What will you tell _____ that we discussed?"
- "Have I answered all of your questions about...?"
- "Does the plan make sense?"

Re-Connect

- Recap visit; tell what's next
- Touch the patient (handshake or shoulder pat)
- Make parting comment: "Take care."

(Used with permission, SullivanLuallin Group, San Diego, CA)