

**Session 4: Key Words Linkage**  
**Total Time: 35-55 Minutes**

| <b>Time</b>         | <b>Activity</b>  |
|---------------------|--|
| <b>5-10 Minutes</b> | <p><b>1. Review – Testimonials</b> <i>[Ask staff to share how and when they have used Key Words at Key Times since the last meeting. Pose the following questions:]</i></p> <ul style="list-style-type: none"> <li>• How have you used Key Words since the last meeting?</li> <li>• How have patients/customers reacted to Key Words?</li> <li>• Have you heard coworkers using Key Words since the last meeting?</li> </ul>   |
| <b>5 Minutes</b>    | <p><b>2. Key Actions With Key Words</b> <i>[Explain to your staff that Key Words also include Key Actions. Body language can be even more powerful than words. Be sure to cover the following bullet points with your staff:]</i></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Remember, body language and actions can say even more than words.</p> </div> <ul style="list-style-type: none"> <li>• <b>Sit Down</b> – Sit so you are at eye level with patients and family members.</li> <li>• <b>Heart to Heart / Listen</b> – Be empathetic and genuinely listen.</li> <li>• <b>Awareness</b> – Understand cultural differences as they relate to providing compassionate care.</li> <li>• <b>Be present</b> – Genuinely be engaged with the patients and their family members.</li> <li>• <b>Pick it Up</b> – Show that you care about your hospital and patients by picking up trash from the floor or moving items out of the way.</li> </ul> |
| <b>10 Minutes</b>   | <p><b>3. Key Words Skills Practice</b> <i>[Create large group discussion by following these steps:]</i></p> <ul style="list-style-type: none"> <li>• Ask for volunteers to identify instances when they have experienced employees (not necessarily at SDH) using key words.</li> <li>• Ask staff to identify best and worst key word examples.</li> <li>• Ask staff to describe what made them good or bad examples.</li> </ul>   |
| <b>5-10 Minutes</b> | <p><b>4. Show Key Words Vignettes</b> <i>[Use Must Have Video Series – Key Words at Key Times video. Follow the below steps to show video and create discussion amongst staff.]</i></p> <ul style="list-style-type: none"> <li>• <i>Use Patient Rounding Vignette – minutes 27:10 –29:00 on video</i></li> <li>• Tell staff to pay close attention to what key words Diana (the nurse) uses, what she does well, and what she could do better.</li> </ul> <p>• Debrief:</p> <ol style="list-style-type: none"> <li>1. What key words did Diana use?</li> <li>2. What did Diana do well?</li> <li>3. What could Diana have done better?</li> </ol>  |

- *(Optional) Show Quint Studer's debrief of vignette – minutes 29:00-33:50 on video*

**5-10 Minutes 5. Patient Satisfaction Scores** *[Follow the below steps to create discussion about how patient satisfaction scores can be increased by using Key Words.]*

- Present departmental patient satisfaction scores.
- Discuss the most important factors to patients and what they value in their care.
- Brainstorm how staff can use key words to improve these patient concerns, provide very satisfying care to patients, and increase patient satisfaction scores.

**5-10 Minutes 6. Question & Answer Session**