As part of Broward Health’s initiative to improve the quality of our interactions with patients and the overall patient experience with us, the following expectations must be reviewed and agreed to prior to any clinical experience.

We appreciate our students and school affiliations. We recognize that preparing you in advance for your experience with us, enables our patients to receive exceptional service from each and every person on their patient care team.

I vow that I will always do the following with all patients/family members:

- Treat everyone with courtesy and respect by using AIDET in every encounter.
  - Acknowledge, Introduce, Duration, Explanation, Thank you
- Make a personal connection in the first 5 minutes with a patient. (“Do you have any pets?” “Do you like to travel?”) If there is something really important to the patient, write it on the white board. Building relationships, always builds the patient experience.
- Actively listen – Look for nonverbal cues, acknowledge what you see, ask open ended questions, etc.
- Explain things in a way patients/family can understand.
  - Use the Language Line if necessary.
  - Include patient/family whenever possible.
  - Always explain what you are doing.
  - Sit down whenever possible in the room.
  - Never use medical jargon – never use medical abbreviations in front of the patient/family or on the white board!
  - Teach to the 6th grade level of understanding or below.
  - Check the learning preferences documented in the patient assessment and ensure you abide by the preferences.
  - Always use Teach Back to ensure full understanding of subject taught.
- Use KEY WORDS at key times – i.e., “I’m listening to you.” “Let me explain.” I need you to fully understand how to do this before you are discharged home.”
- If medication administration is applicable for your discipline, always:
  - Provide a print out of new medications from Lexicomp, write the new medication on the white board and the main side effects taught at the time of the administration.
  - Use the Medication Purpose and Side Effect Information handout each time you administer any ongoing medication. Highlight the medication and review the side-effects. If not written on white board, put it there.
  - Use Teach Back to validate the patient’s full understanding of the medication and side-effects.
  - Use KEY WORDS at key times – i.e., “I need to educate you on your new medication and the common side-effects you need to watch for. Please call me if you experience any of them.”
- Manage up your team members, including other students, instructor, nurses, PCAs, physicians, respiratory therapists, etc. i.e., “Mary is your nurse today? She is great. I learn so much from here when I am here.”
- Make hourly rounds and address the 4 P’s (Pain, Positioning, Potty, and Proximity).
- Before leaving the room, ask, “Is there is anything else I can do before leaving? I have the time.”

I confirm that I have reviewed the above information and promise to implement all items during my experiences at Broward Health. Should I have any question, I will direct them to my instructor or the leadership on my unit.

Student/Instructor Signature: ______________________________ Date: ______________

Name of School: ___________________________________________