**It’s not just what we are doing, it’s how we do it at Hartford HealthCare**

**Be aware of bias and act to eliminate it from how you treat the patient.**

*Extend care without judgment. Maintain the privacy and confidentiality of all our patients.*

- People—including those of Asian descent—who have not recently been in an area of ongoing COVID-19 spread—do not pose a risk greater than any other patient.
- Fear is a condition, not a weakness. When you see or hear fear in others, respectfully share relevant facts to address unwarranted concerns.
- There is no blame to be placed; the disease is transmitted openly within our community, not because of any dangerous or risky behaviors.
- Respectfully address negative behaviors, including negative statements regarding groups or individuals.
- Approach everyone—including patients, families, and colleagues—with compassion. Showing compassion during times of worry and uncertainty is an important way to keep our community safe and to ensure that we are providing the best patient care.

**Support personal “renewal” between patients**

*Care for yourself so you can care for others.*

- Remember to breathe as you move from one patient to another.
- Rely on your colleagues for support in refreshing and renewing your empathy supply between patients. Allow yourself to experience compassion as well as providing it to others.
- Share truthful and validated information, using our intranet as a source of truth. Continue to raise awareness about COVID-19 without increasing fear.
- Feel gratitude when you experience good news; allow yourself and others to feel sadness and disappointment when you need to.

**PARTNER* with your patient and their family**

*Purposefully include the family in supporting patient treatment and care.*

- PRESENT yourself to the patient and include any/all family member(s)
- ASK the patient how they’d like to include their family in the care decisions
- REASSURE the family that you will keep them engaged and will rely on them for their support
- TRUST that you and the family want the same outcomes...best care
- NOTIFY all involved in any changes in the care plan
- ENCOURAGE and channel family efforts to support effective care and treatment
- REVIEW important decisions frequently to ensure understanding by the patient and their family, including transition plans

*Derived from IPFCC*