

## 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