



NATIONAL  
RURAL HEALTH  
RESOURCE CENTER

## IMPROVING THE PATIENT AND FAMILY EXPERIENCE

### Training podcasts to engage patients and motivate staff

These **podcasts** compliment the one-hour webinar playback and slides.

*Use the first two podcasts to help educate frontline staff in meetings and trainings. The third podcast is a coaching model that leadership can use to close the loop of accountability.*

**Podcast Speaker:** [Rhonda L. Barcus](#), MS, Program Specialist II, National Rural Health Resource Center

#### **Podcast 1: Intention-Connection-Action** (13 minutes)

*Only after I'm clear about my intention and I've connected with the patient, do I carry out any tasks of the job such as checking vitals, medications, etc.*



#### **Podcast 2: The Five 'P's to Anticipate Needs** (12 minutes)

*Teach staff a model to address patient needs proactively to impact patient satisfaction while saving staff time.*

1. Pain
2. Potty
3. Positioning
4. Personal needs
5. Patient Priority



#### **Podcast 3: Coaching Model to Close the Loop of Accountability** (14 minutes)

*Learn a simple but effective coaching model for leaders to improve staff performance.*

Podcasts and webinar created by the [SRHT Project](#), in cooperation with [HRSA](#).