

Master Key to Communication: Smile

PROBLEM: A smile shows the client or visitor that he or she is welcomed at any time.
People may not smile for many reasons.

AIM: To create a healing environment for patients and positive working environment where all staff smile even on the worst days.

INTERVENTION:

- Smile: No matter how you feel at that moment, a simple smile will make a huge difference to the patient or your co-worker attitude



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RESULTS:

It is important to show feelings towards patients or colleagues that are welcoming.

1. Don't show your negative emotions to patients
2. Always give hope and react positively with the patient or client.
3. Always be aware that the patient or client can always read the expression of your face.
4. Be aware of your bad reactions even if it was due to a personal or individual problem, because it may affect your patient
5. Be professional, keep all of your personal issues away from work, and walk into your organization as fresh and friendly as possible.
6. Always put yourself in the patient position and ask yourself, "what do I expect from my provider?" Your expectations is the same of that patient who sits in front of you. Or your colleague who sits in front of you.

CONCLUSIONS:

- Just like hand hygiene needs practice, smiling also needs to be practiced to become habit.
- Smiling will not only help us in doing our job perfectly, but it will contribute to a healthy, and peaceful environment among the community.

NEXT STEPS:

- Educate staff about the benefits of smiling
 - SMILE
 - SMILE
 - SMILE

