



# The 5 Star Nurse™



**Creating a Healing Relationship  
through Kindness & TRUST**

powered by:



**Everyone's  
a Caregiver**

# The 5 Star Nurse™



## Creating a Healing Relationship through Kindness & TRUST

Your patients & nurses will benefit by:



**Nurse buy-in from the very beginning** for a process that enhances pride in their professional practice & enhanced job satisfaction



**A breakthrough in 7 of the 10 HCAHPS domains** that profoundly impact "Overall Hospital" & "Willingness to Recommend" scores that lead to a 5 Star rating



**An improvement process** that begins with positive nurse buy-in & ends with celebration and recognition that will never be forgotten



**Reigniting nurse energy** and commitment to patient and family caring



# 6 Steps to Nurse Empowerment

Relevant, empowering & educational curriculum. Designed to introduce & reinforce communication habits that heal.

STEP 01



We train nurse leaders to gain a buy-in from their RNs

STEP 02



Your RNs gain a buy-in to the 5 Star Nurse™ process

STEP 03



We train key nurse influencers as Service Advocates to facilitate the 5 Star Nurse™ Workshop

STEP 04



All nurses attend the 5 Star Nurse™ Workshop

STEP 05



8 weeks of learning and hardwiring 5 Star habits

STEP 06



Nurses nominated by peers receive prestigious 5 Star Care™ Award

“Let us never consider ourselves finished nurses. We must be learning all of our lives.”

*Florence Nightingale*



# Celebrating your 5 Star Nurses™



Nurses nominated by any two peers will be the recipient of the 5 Star Care™ Award and pin

5 Star Care™ Award to be presented by CNO & CEO at hospital board meeting



**"What gets rewarded gets done."**

*Michael Leboeuf,  
The Greatest Management Principle In The World*

# The 5 Star Nurse™ Checklist



## The 5 Star Nurse



T.R.U.S.T.	HABIT - CREATING TRUST
<b>T</b> Time Expectations Management	<input type="checkbox"/> Manage call light expectations, URGENT = now, NORMAL = 5-7 mins, ADVANCE NOTICE = 20 mins
<b>R</b> Relationships First	<input type="checkbox"/> Knock before entering & wait <input type="checkbox"/> Make eye contact & smile <input type="checkbox"/> Use patient preferred name(s) <input type="checkbox"/> Introduce yourself to patient & guests <input type="checkbox"/> Make physical contact - touch <input type="checkbox"/> Transition from previous caregiver <input type="checkbox"/> Manage up other caregivers in the room <input type="checkbox"/> Request patient approval to proceed <input type="checkbox"/> Use calm, assuring, empathetic voice <input type="checkbox"/> Mirror their verbal & non-verbal body language <input type="checkbox"/> Check for comfort - pain, potty, position, placement
<b>U</b> Understand Your Patient	<input type="checkbox"/> AIDET - Acknowledge, Introduce yourself, Duration, Explain what you're doing, Thank <input type="checkbox"/> Sit down for <i>chat time</i> <input type="checkbox"/> Honor patient privacy concerns <input type="checkbox"/> Small talk is big talk <input type="checkbox"/> Ask open-ended questions & mindfully listen <input type="checkbox"/> Repeat back, paraphrase
<b>S</b> Spotlight the Patient	<input type="checkbox"/> Check up on patient's expectation of <i>very good care</i> <input type="checkbox"/> Check in on patient's <i>daily goal</i>
<b>T</b> Transition with Kindness	<input type="checkbox"/> Close with an offer to assist "Before I leave is there anything I can do to make you feel better? I have the time."



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"Habits account for about  
**40% of our behaviors**

on any given day."  
- Duke University Researchers

"Habits are the small decisions you make and actions you perform every day."

- James Clear, Atomic Habits



# The 5 Star Nurse™ Micro-Webinar System

## Making a Habit of TRUST

- 1 Meet a Real Life Kindness Hero
- 2 Introducing the 5 Star Nurse
- 3 What Patients Really Want
- 4 Habits, Behaviors, and Improving Outcomes
- 5 The Power of the Checklist

## T Time Expectations Management

- 6 Managing Call Light Expectations

## R Relationships First

- 7 Relationships First, Clinical Second
- 8 First Impressions Matter
- 9 Engage Your Patients
- 10 Communicate for Comfort

## U Understanding Your Patient

- 11 Use AIDET
- 12 Sit Down for Chat Time
- 13 Honor Patient Privacy Concerns
- 14 Repeat Back, Paraphrase

## S Spotlight the Patient

- 15 Check Up on a Patient's Expectation of "Very Good Care"
- 16 Check In on Patient's Daily Goal

## T Transition with Kindness

- 17 Transition with Kindness

## Celebrating & Hardwiring Kindness

- 18 Celebrating Kindness
- 19 Hardwiring Kindness



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