



WTW at Work

Patient Experience Talking Tips -Patient Mask Removal-

Reassure/Empathize	<ul style="list-style-type: none">• Safety for our patients and team members is always a top priority for us.• We will do what we can to make you as comfortable as possible.
Explain	<ul style="list-style-type: none">• Because of the lower number of COVID-19 cases in Oregon, the Oregon Health Authority is ending its masking requirements for all healthcare facilities.• Some people may feel uncomfortable adjusting to this change. Please let me know if you would be more comfortable if your care team still wear masks.• You may still see some people wearing masks since it makes them feel more comfortable. That's OK!
Listen	<ul style="list-style-type: none">• What questions do you have?• What concerns do you have?
Answer	<ul style="list-style-type: none">• I hear you say you would be more comfortable with our team members wearing masks in your room.• I hear you say you are fine with team members not wearing masks in your room.
Take Action	<ul style="list-style-type: none">• <i>Follow up on action items and reasonable requests.</i>
Express Appreciation	<ul style="list-style-type: none">• Thank you for your understanding.• Thank you for your patience.



Things to keep in mind

Maintain a friendly tone and body language.

- It's our responsibility to show kindness and compassion in all situations.
- Tone and body language speak volumes to others; we want that message to be kind and respectful.

Three years of wearing masks has left a mark...

- Some people are more than ready to be done with masks or are already used to not wearing them in public – “enough already!”
- Some people will feel anxiety seeing others without masks – it's different and uncertain.
- Show compassion and grace while our community adjusts to this change.
- If it does not harm team members, accommodate patient requests for team members to continue to wear masks as often as possible.
 - Provide education and information about why the masking requirements has been removed in health care settings.
 - Respect that patients have the right to request their caregivers continue to wear masks.
 - Not every patient will ask and patients may not request this for long. Be patient for those who need a little more time to adjust or have their own reason for asking (e.g.: immune compromised).

Validate the person's feelings.

- Repeat back their concerns.
- Whether we agree with them or not, their feelings are valid and they have a right to them.

If you feel yourself getting triggered and upset ...

- Take a deep breath and take a break.
- Call your supervisor if you need to. Step away and recharge your batteries.
- It's difficult to show compassion while in a negative frame of mind.