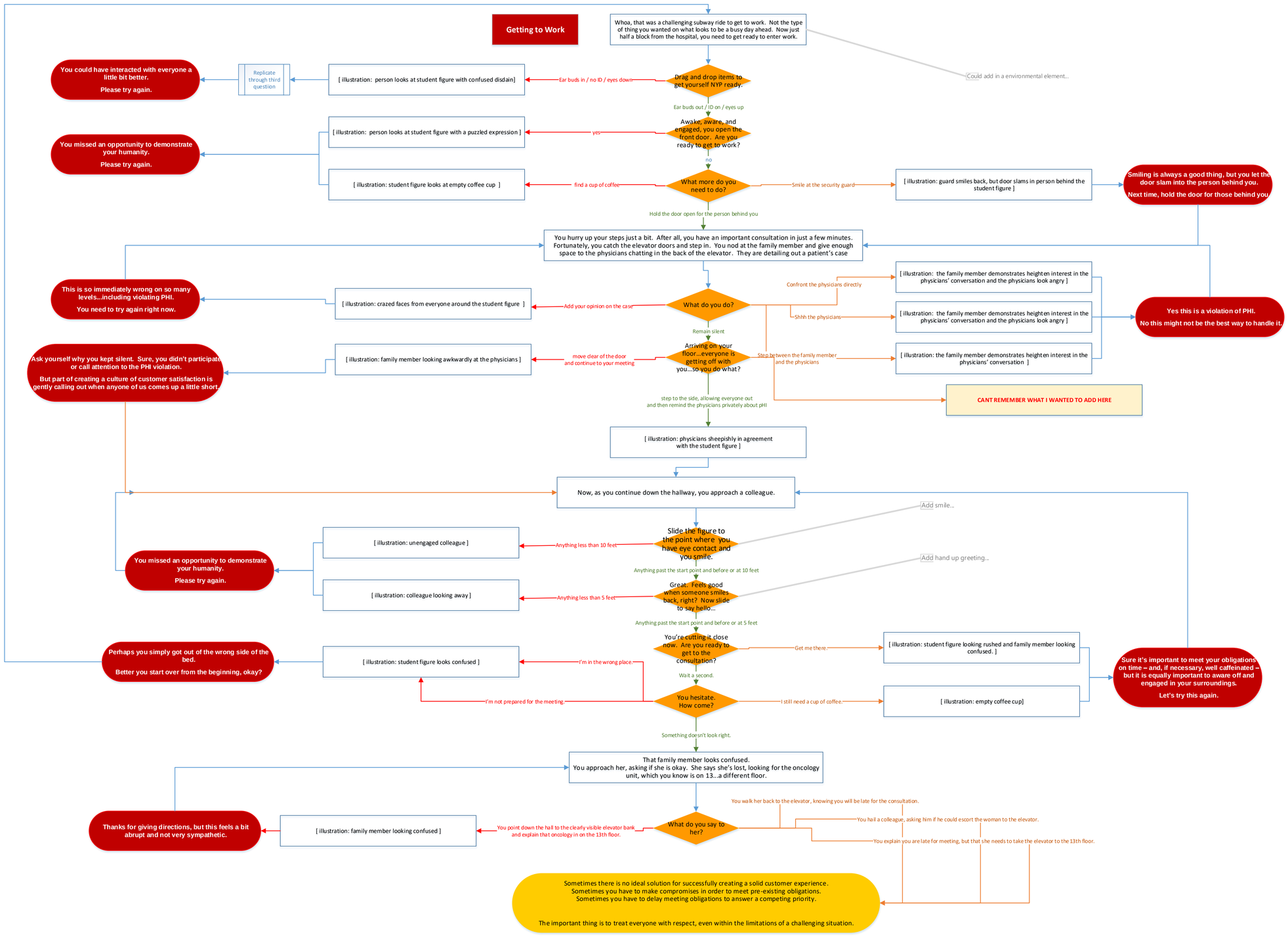
Getting to Work
Whoa, that was a challenging subway ride to get to work. Not the type of thing you wanted on what looks to be a busy day ahead. Now just half a block from the hospital, you need to get ready to enter work.
Could add in a environmental element...
Drag and drop items to get yourself NYP ready.
Ear buds in / no ID / eyes down
[illustration: person looks at student figure with confused disdain]
Replicate through third question
You could have interacted with everyone a little bit better.
Please try again.
Ear buds out / ID on / eyes up
Awake, aware, and engaged, you open the front door. Are you ready to get to work?
yes
[illustration: person looks at student figure with a puzzled expression]
You missed an opportunity to demonstrate your humanity.
Please try again.
no
What more do you need to do?
find a cup of coffee
[illustration: student figure looks at empty coffee cup]
Smile at the security guard
[illustration: guard smiles back, but door slams in person behind the student figure]
Smiling is always a good thing, but you let the door slam into the person behind you.
Next time, hold the door for those behind you.
Hold the door open for the person behind you
You hurry up your steps just a bit. After all, you have an important consultation in just a few minutes. Fortunately, you catch the elevator doors and step in. You nod at the family member and give enough space to the physicians chatting in the back of the elevator. They are detailing out a patient's case
What do you do?
Add your opinion on the case
[illustration: crazed faces from everyone around the student figure]
This is so immediately wrong on so many levels...including violating PHI.
You need to try again right now.
Confront the physicians directly
[illustration: the family member demonstrates heighten interest in the physicians' conversation and the physicians look angry]
Shhh the physicians
[illustration: the family member demonstrates heighten interest in the physicians' conversation and the physicians look angry]
Yes this is a violation of PHI.
No this might not be the best way to handle it.
Remain silent
Arriving on your floor...everyone is getting off with you...so you do what?
move clear of the door and continue to your meeting
[illustration: family member looking awkwardly at the physicians]
Ask yourself why you kept silent. Sure, you didn't participate or call attention to the PHI violation.
But part of creating a culture of customer satisfaction is gently calling out when anyone of us comes up a little short.
Step between the family member and the physicians
[illustration: the family member demonstrates heighten interest in the physicians' conversation]
CANT REMEMBER WHAT I WANTED TO ADD HERE
step to the side, allowing everyone out and then remind the physicians privately about pHI
[illustration: physicians sheepishly in agreement with the student figure]
Now, as you continue down the hallway, you approach a colleague.
Add smile...
Slide the figure to the point where you have eye contact and you smile.
Anything less than 10 feet
[illustration: unengaged colleague]
You missed an opportunity to demonstrate your humanity.
Please try again.
Add hand up greeting...
Anything past the start point and before or at 10 feet
Great. Feels good when someone smiles back, right? Now slide to say hello...
Anything less than 5 feet
[illustration: colleague looking away]
Anything past the start point and before or at 5 feet
You're cutting it close now. Are you ready to get to the consultation?
Get me there.
[illustration: student figure looking rushed and family member looking confused.]
Wait a second.
You hesitate. How come?
I'm in the wrong place.
I'm not prepared for the meeting.
[illustration: student figure looks confused]
Perhaps you simply got out of the wrong side of the bed.
Better you start over from the beginning, okay?
I still need a cup of coffee.
[illustration: empty coffee cup]
Sure it's important to meet your obligations, on time – and, if necessary, well caffeinated – but it is equally important to aware off and engaged in your surroundings.
Let's try this again.
Something doesn't look right.
That family member looks confused.
You approach her, asking if she is okay. She says she's lost, looking for the oncology unit, which you know is on 13...a different floor.
What do you say to her?
You walk her back to the elevator, knowing you will be late for the consultation.
You hail a colleague, asking him if he could escort the woman to the elevator.
You explain you are late for meeting, but that she needs to take the elevator to the 13th floor.
You point down the hall to the clearly visible elevator bank and explain that oncology in on the 13th floor.
[illustration: family member looking confused]
Thanks for giving directions, but this feels a bit abrupt and not very sympathetic.
Sometimes there is no ideal solution for successfully creating a solid customer experience.
Sometimes you have to make compromises in order to meet pre-existing obligations.
Sometimes you have to delay meeting obligations to answer a competing priority.
The important thing is to treat everyone with respect, even within the limitations of a challenging situation.