

# SERVICE RECOVERY DURING NURSE LEADER ROUNDS: QUICK TIPS TO ACKNOWLEDGE AND MAKE IT RIGHT

DURING NURSE LEADER ROUNDS WHEN A PATIENT OR FAMILY MEMBER SHARES ANY TYPE OF “SERVICE RECOVERY OPPORTUNITY,”

## Remember to:

- Ask yourself first: how would I feel if this were me?
- Listen with nonverbals
- Role model true empathy

## Next steps:

- Who are the staff members that I should follow-up with right away?
- Who are the staff members that need follow-up beyond the immediate moment?
- How can I support the staff to make it right for the patient?

## What to say:

- Provide a “blameless” apology
- Ask about ideal resolution
- Identify your follow-up to patient

