

The 5 Star Nurse



T.R.U.S.T.	HABIT - CREATING TRUST
T Time Expectations Management	<input type="checkbox"/> Manage call light expectations, URGENT = now, NORMAL = 5-7 mins, ADVANCE NOTICE = 20 mins
R 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
U 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
S 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>
T 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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The 5 Star Nurse
Award of Honor

Date: _____

Nominee Info

Name: _____

Position: _____

Unit: _____

Yes. We observed the nominee consistently practices all 5 attributes of a 5 Star Nursing / Patient TRUST.

Nominator Info

Name: _____

Position: _____

Signature: _____

Name: _____

Position: _____

Signature: _____

Note: Two nominators required

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