

Location: \_\_\_\_\_ Dept: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

# G.R.E.A.T.<sup>®</sup> Encounters

Circle Yes or No for each component

<p><b>Greet:</b> Introduce yourself in a welcoming reassuring way.</p> <ul style="list-style-type: none"><li>• Ask permission to enter the room</li><li>• Smile and make eye contact, show positive attitude</li><li>• Acknowledge others who are with them</li><li>• Introduce yourself by name, title and explain your role</li><li>• Hand off to others by using name / department</li></ul>	<p>Yes      No</p> <p>Comment:</p>
<p><b>Relate:</b> Actively listen for needs and respond in an authentic, empathetic manner.</p> <ul style="list-style-type: none"><li>• Use patient/customer name</li><li>• If an appointment, state “we are expecting you”</li><li>• Use empathy statements, “I am sorry to hear you are not feeling well”, “That must have been difficult for you”</li><li>• Understand patient’s sense of urgency, “We will take care of that right away”</li><li>• Use calm tone of voice. Offer comfort by touching arm</li></ul>	<p>Yes      No</p> <p>Comment:</p>
<p><b>Explain:</b> Clarify your role and the situation/plans as clearly as possible.</p> <ul style="list-style-type: none"><li>• Use understandable language – no acronyms or medical terms</li><li>• What will happen / what am I doing?</li><li>• What should they expect (including how long will the test/procedure/task take, any wait time?)</li><li>• Why we are doing what we are doing</li><li>• How does this fit with the overall plan of care?</li><li>• When can they anticipate results?</li></ul>	<p>Yes      No</p> <p>Comment:</p>
<p><b>Ask:</b> Inquire with open-ended questions to gauge understanding.</p> <ul style="list-style-type: none"><li>• Anticipate the person’s concerns and provide answers</li><li>• Avoid yes/no questions, use questions that require a longer response<ul style="list-style-type: none"><li>✓ Tell me about your medications</li><li>✓ Please explain your test to me</li><li>✓ Where will you park?</li></ul></li></ul>	<p>Yes      No</p> <p>Comment:</p>
<p><b>Thank:</b> Show gratitude for the interaction and wish them well.</p> <ul style="list-style-type: none"><li>• Thank you for choosing our facility</li><li>• Thank you for waiting</li><li>• Thank you for trusting us to care for you</li><li>• I hope you are feeling better</li></ul>	<p>Yes      No</p> <p>Comment:</p>

Observer Name: \_\_\_\_\_

Edward-Elmhurst  
HEALTH

**Healthy Driven**