Our patients and families are our #1 priority. The patient and family promise is what is expected of us every time they visit. These tactics are a reminder of simple things we can do every day to ensure we are making those we serve our highest priority; after all ‘It’s who we are.’

**Introduce**
Introduce yourself to both the patient and family. Identify your role on the care team so the patient and family understand.

**Sit**
Sit down and face the patient when listening and talking.

**Actively Listen**
Demonstrate active listening a) look at the speaker directly; b) avoid being distracted; c) pay attention to the speaker’s body language.

**Ask**
Ask open-ended questions.

**Offer**
Offer patients choices/options and invite patients to share in the decision making.

**Include**
You as the most important member of your health care team.

Delivering on the Patient and Family Promise