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.’

**Prepare**
Review the chart before seeing the patient. Anticipate the patient’s and family’s needs.

**Make a Connection**
Sit down facing the patient when listening and talking. Ask about the patient’s likes and hobbies.

**Involve Family**
Get to know the family members, too. They often have valuable information about the patient’s condition. Identify the main caregivers and include them in patient education.

**Consider Cultural Values**
Think about factors that may impact personalizing care (i.e., shopping where there are no food labels).

**Share Decision Making**
Give patients and families options when possible and involve them in the decisions regarding their care.