

With individualized patient care, patients don't have to wait to see the physician to get some relief. Hospital staff can start meeting and exceeding the patient's expectations immediately because staff knows what's most important to them.

Many emergency departments that round hourly with individualized patient care use a card like the one below, completed at triage or when the patient was roomed, and then kept with the chart. Otherwise, they write this question on the white board in the treatment room to ensure that all caregivers understand the patient's top priority.

“What is the one thing I can do for you (or your child) to make sure you get very good/excellent care today?”
