



MINUTE FOR IMPROVEMENT: RESPECTFUL LANGUAGE DISCUSSION GUIDE

IMPLEMENTATION GUIDE

- Download the video & additional resources at tipqc.org/minuteforimprovement
- Incorporate the video into onboarding team members or incorporate the clip into education modules on respectful care
- Host a discussion to address some of the common language issues in your region/hospital
- Create a culture that promotes respectful language for ALL patients

DISCUSSION QUESTIONS

- How does the language we use when referring to patients impact their experience of care in a healthcare setting? Can you think of examples from your own practice?
- In the script, one nurse emphasizes using respectful alternatives like "the baby's father." What are other examples of disrespectful language in healthcare, and how can we reframe them to be more compassionate?
- Why is it important to avoid labeling patients with terms like "diva" or "difficult"? How can we shift our perspective when patients advocate for themselves or express their needs?
- What role does leadership play in encouraging respectful language in healthcare settings? How can leaders set the tone for these conversations?