

Sims-Giddens, S. (Ed.) and Doty, S. Communication: You Are The Key To Success.

A booklet developed, for staff at a local health care facility, described the importance of verbal and non-verbal communication to improve patient satisfaction. The booklet incorporated the facility mission and vision in interpersonal interactions between staff, as well as between staff and patients. The ability to proactively solve problems and make decisions through positive communication improves staff perception of the importance of their work on a daily basis.

The Transformational leadership Theory was used to develop this booklet to further develop personnel communication skills. Through better communication the culture of the facility is improved and in turn, promotes a higher level of patient satisfaction.