

ACT 2 RESOLVE.

You have the power
to improve patient
experiences in your
facility.



- R** Respect patients' rights.
- E** Empathize.
- S** Seek to understand.
- O** Open communication—Keep patients informed.
- L** Listen carefully.
- V** Value patients' perspectives.
- E** Empower your patients.



End-Stage Renal Disease
Network of the South Atlantic

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