

# Bedside Manner and The Art of Caring

Bedside manner is one of the most important factors contributing to a positive resident experience. When caregivers are more engaged with their residents and demonstrate strong empathy through active listening and developing a positive relationship, we may better understand what the resident needs are and how to meet them.

A good bedside manner requires more than just natural ability, it requires applying learned skills that put residents at ease and promotes a trusting relationship.



Pay attention




Show empathy




Be honest



Address them by name



Don't judge



Engage and educate

Don't let distractions draw your attention

Listen

Always make eye contact

Speak with compassion

Allow resident to explain their feelings and ask questions

*Showing respect for the patient and their humanity, making the patient feel valued and respected are key to a good bedside manner*