



Home Health

Implement a “Care and Communication Match” Practice Within 30 Days

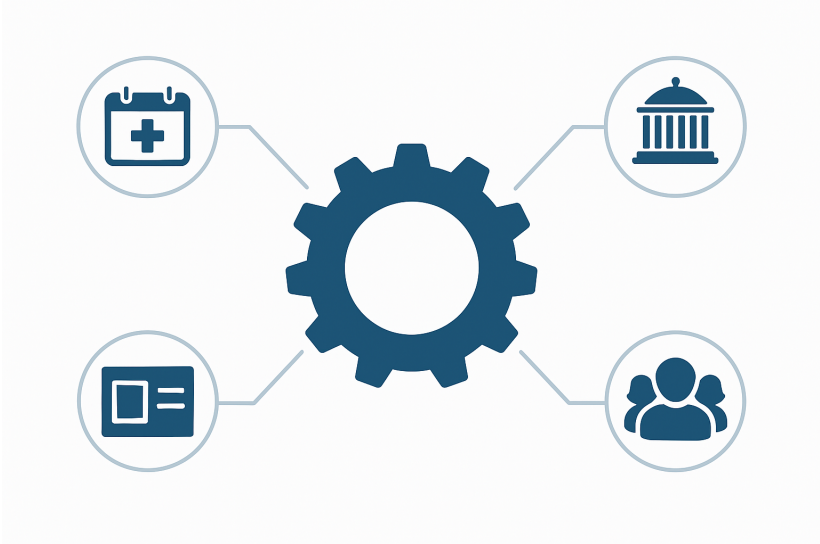
Home Care

Lead by communication awareness, not by generation labels

A practical approach to improve staff coordination, patient education and caregiver engagement by matching communication and teaching preferences.

Step 1: Start with Care Team (Week 1-2)

- Run a short huddle or add to one-on-one check-ins
- Ask each employee:
- When it comes to care coordination or urgent updates, what works best for you?
 - When learning something new, what helps it stick?
- Capture three items for each person:
- Preferred communication method: in-person, phone, secure text, email or EHR alerts
 - Learning style: demonstration, written checklist, quick video or mentoring
 - Recognition preference: private thanks, team acknowledgement or written message



Communication Alignment Framework



Awareness

Understand communication and learning preferences



Alignment

Match approach across the care team



Engagement

Increase follow-through with patients/caregivers



Why it matters: alignment reduces errors, frustration, and burnout.

Step 2: Blend Communication on a High-Risk Workflow (Week 2-3)

- Choose one critical workflow and redesign it using at least two formats.
- Pick one:
 - Shift handoffs
 - Care plan updates
 - Admission or discharge education
 - Documentation or compliance changes



Use two formarts:



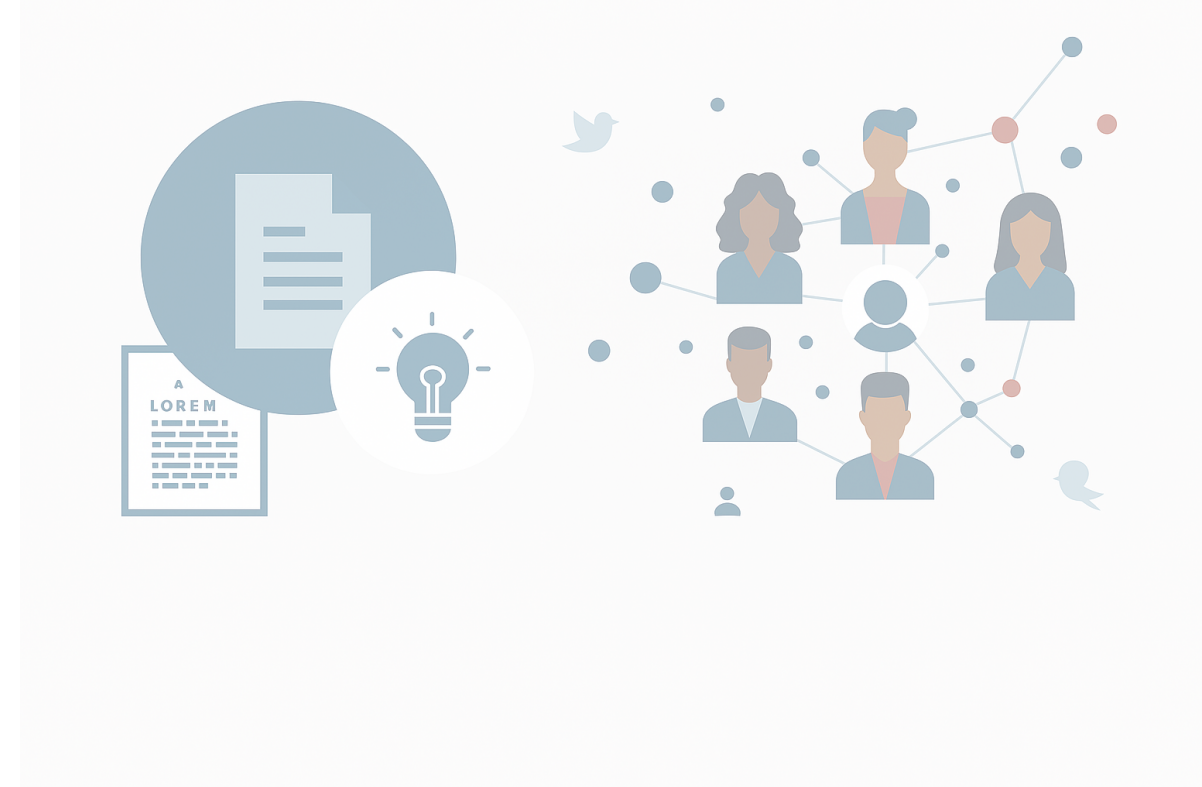
Verbal briefing plus short written summary



Quick in service plus visual job aid



EHR note plus follow up message



Example:

Protocol rollout verbal review, written workflow and a short visual or micro video

Step 3: Match Patient and Caregiver Styles (Ongoing)

Add one question at intake or first visit.

How do you prefer to receive health information and updates?

• Tailor delivery:

- Older adults: slower pacing, in-person explanation, printed materials
- Gen X caregivers: clear rationale, privacy reassurance, effective updates
- Millennial caregivers: digital access, virtual options, data-driven explanation
- Gen Z patients or caregivers: consice messaging, visuals, real time feedback



Outcome:

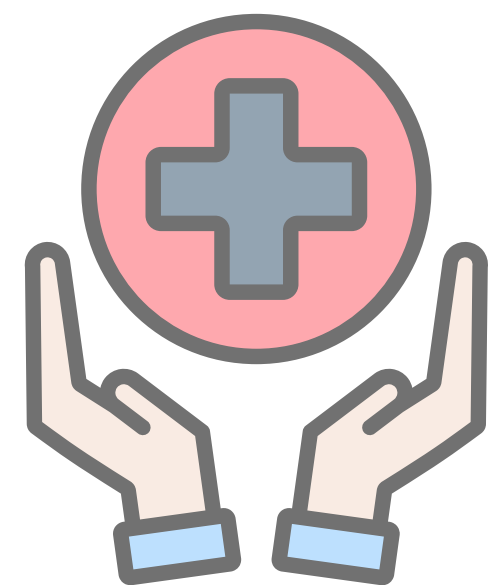
Better understanding, stronger adherence and reduced repeat teaching

Step 4: Cross-Experience Teach Back Pair (Month 1)

Pair two team members with different experience profiles for a two-way learning exchange.

- Institutional knowledge and clinical judgement
- Technology shortcuts and documentation efficiency
- Patient engagement techniques and workflow optimization
- Keep it simple:
 - 15 to 30 minutes
 - One topic each person teaches

Reinforces collaboration, not just coexistence



Step 5: Recognize in Ways That Resonate (Every Month)

Recognition boosts morale across generations, but delivery matters.

- Face-to-face acknowledgement
- Written notes or emails
- Brief team shout-outs or digital recognitions

Tailored appreciation supports retention and engagement



What Success Looks like

Within 60 days

- Fewer communication breakdowns
- Stronger staff engagement across groups
- Improved patient and caregiver understanding
- More effective onboarding and teaching
- A culture shift from generation gaps to shared accountability

Bottom line

The most effective healthcare teams do not manage by generation. They lead by communication awareness.

