

Northwest Permanente Wellness Passport Guidelines

July - September 2017

Occupational: Practice the 10/5 Rule

10/5 Rule

Happiness is contagious and advantageous. Enhancing hospitality in any health care organization offers a slew of benefits such as enhancing the patient experience and gaining a competitive edge. One simple way to do this is by practicing the 10/5 rule. The 10/5 rule involves just a few simple behavioral rules. If you walk by someone within ten feet, whether it's a patient, co-worker or stranger, make eye contact and smile. If you walk by within five feet, say, "Hello". It sounds simplistic, but research has shown that these small changes can have a huge impact on customer satisfaction and employee retention.

To get credit for this activity, implement the 10/5 rule for two weeks while you are at work. Upon completion of the two weeks write a brief reflection about the activity and how you felt it went and email your reflection to nwpwellness@kp.org

Please submit all documentation to NWP Health & Wellness, KPB 16
or e-mail: nwpwellness@kp.org