

STORY HIGHLIGHT

DONNY GOLDEN'S GRATITUDE STORY



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The Depth of a “Thank you”

As I was in the waiting room waiting for my next appointment, I overheard an MA (Lisa) giving a patient their follow-up information. When the Lisa had completed giving the patient the information, the patient gratefully said “**Thank You**”. The MA responded “*No Problem!*” I saw the the patient had a confused look on their face as if to wonder “*is there a problem?*”

After the patient had left I walked over to Lisa and asked if I may I share an observation with her. She said “**yes**”.

So I started... “*Lisa, you gave great follow up information to the patient as he was leaving, information I know that was valuable and needed for his recovery. When he thanked you, I observed your comment was “no problem”.* She looked at me puzzled and we dove into a conversation about that response; no problem. The conversation ended great but it felt me wondering.

What message does a response like “No problem” send?

After that, I found myself eating at Chic-fil-a with my family. When the server Amanda brought our food to the table I looked at her and said “**Thank You!**” In response, Amanda said “**my pleasure!**” Before she left, I stopped her and asked, “Amanda, can you help me understand why you said “**My pleasure?**”

Now, in all honesty, I expected this young lady to say “*because they told us to*”. But she didn't. Amanda looked at me and said “*I know you probably have worked all day and now you are with your family wanting to spend time with them eating a good meal. We are thankful you chose us and it is my pleasure to serve you.*”

It was at that moment I knew my server Amanda understood the depth of my “**Thank You**” and in response, she wanted me to know it was her pleasure to serve me. As health professionals, it is so important for us to understand the depth of a **thank you**. Most of the people we serve come to us because of some health concern. Some of them are fearful or uncertain of their next steps, and when they **thank us**, it is coming from the heart.

I invite us all to remember to use that moment and interaction to respond with the same depth of recognition.