Changing the culture of care with two simple words…

“The Other End of the Stethoscope”

-Marcus Engel

www.MarcusEngel.com
www.ImHereMovement.org
Disclosure Statement

• *I have no relevant financial relationships to disclose.*

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Learning Objectives

• Understand the universal perspectives of ill and injured patients
  The importance of family and friends as primary support systems

• Explore distinct communication difficulties from a patient’s viewpoint. Narcotics, the names of medications, procedures and tests are unfamiliar to those who are not HCPs.
  The importance of identity and control a patient retains when asked how he/she would like to be addressed.
  Instill patient confidence by complimenting co-workers and sharing accolades of the institution.

• Examine the best methods of communication with families and friends who are also suffering while their loved one is ill or injured.
  Explaining to patients and families; asking the family to voice any/all concerns. Entering a patient’s room and being totally present reinforces the quality compassionate care for which we all strive.