



BUILDING EMPATHY IN HEALTHCARE

What my patients and families have taught me



Empathy: The Human Connection to Patient Care

@clevelandclinic



0:01 / 4:24





Leadership Goals in Healthcare



Customer Satisfaction



Employee Retention



Monthly Revenue Goals



Meeting and Exceeding Budgets



JCAHO, CARF surveys, minimal recommendations

TOOLS

- SCRIPTING: IS THERE ANYTHING ELSE I CAN DO FOR YOU I HAVE THE TIME; WHEN YOU ARE DISCHARGED FROM THE HOSPITAL CAN YOU RATE US A 10, WHAT CAN WE DO FOR YOU TO MAKE SURE YOUR EXPERIENCE IS A 10
- BEAUTIFUL, STATE OF THE ART FACILITY
- GREAT THERAPIST
- HIGHLY SKILLED NURSES
- SPECIALIZED PHYSICIANS



CODE OF PROFESSIONAL CONDUCT FOR CASE MANAGER PRINCIPLES:

1: Board-Certified Case Managers (CCMs) will place the public interest above their own at all times.

PRINCIPLE 2: Board-Certified Case Managers (CCMs) will respect the rights and inherent dignity of all of their clients.

PRINCIPLE 3: Board-Certified Case Managers (CCMs) will always maintain objectivity in their relationships with clients.

PRINCIPLE 4: Board-Certified Case Managers (CCMs) will act with integrity and fidelity with clients and others.

PRINCIPLE 5: Board-Certified Case Managers (CCMs) will maintain their competency at a level that ensures their clients will receive the highest quality of service.

PRINCIPLE 6: Board-Certified Case Managers (CCMs) will honor the integrity of the CCM designation and adhere to the requirements for its use.

PRINCIPLE 7: Board-Certified Case Managers (CCMs) will obey all laws and regulations.

PRINCIPLE 8 Board-Certified Case Managers (CCMs) will help maintain the integrity of the Code, by responding to requests for public comments to review and revise the code, thus helping ensure its consistency with current practice.



PGA golfer's son in Riviera accident

@WPTVnews



0:01 / 0:33





Why would a Family Not
Choose Us?



Lesson # 1

You're Family knows you better than anyone



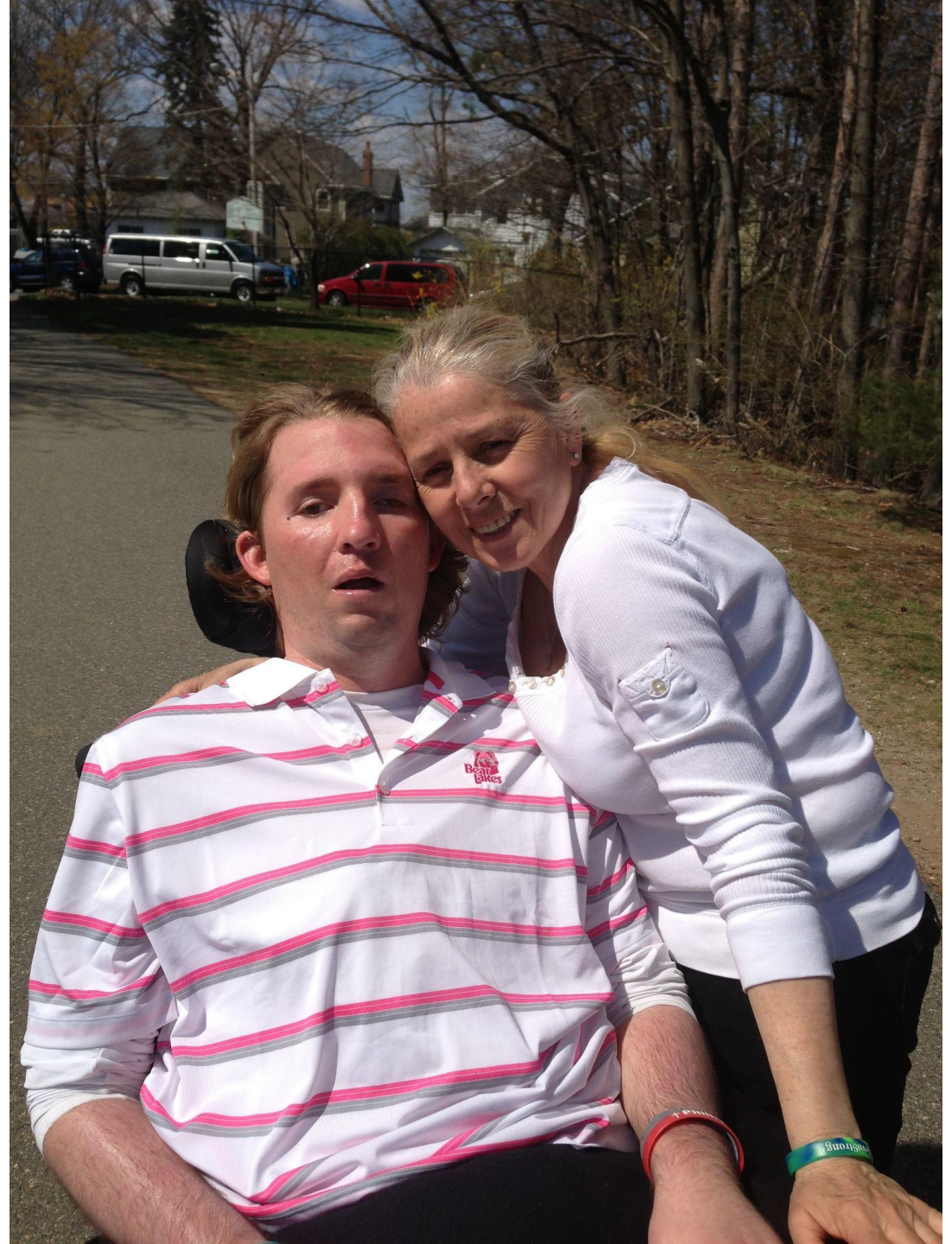
Lesson # 2

When your world is turned upside down,
GO BACK TO THE BASICS



People
don't
always
need advice
sometimes
all they
need is a
hand to
hold,

An ear to listen and a heart to
understands them

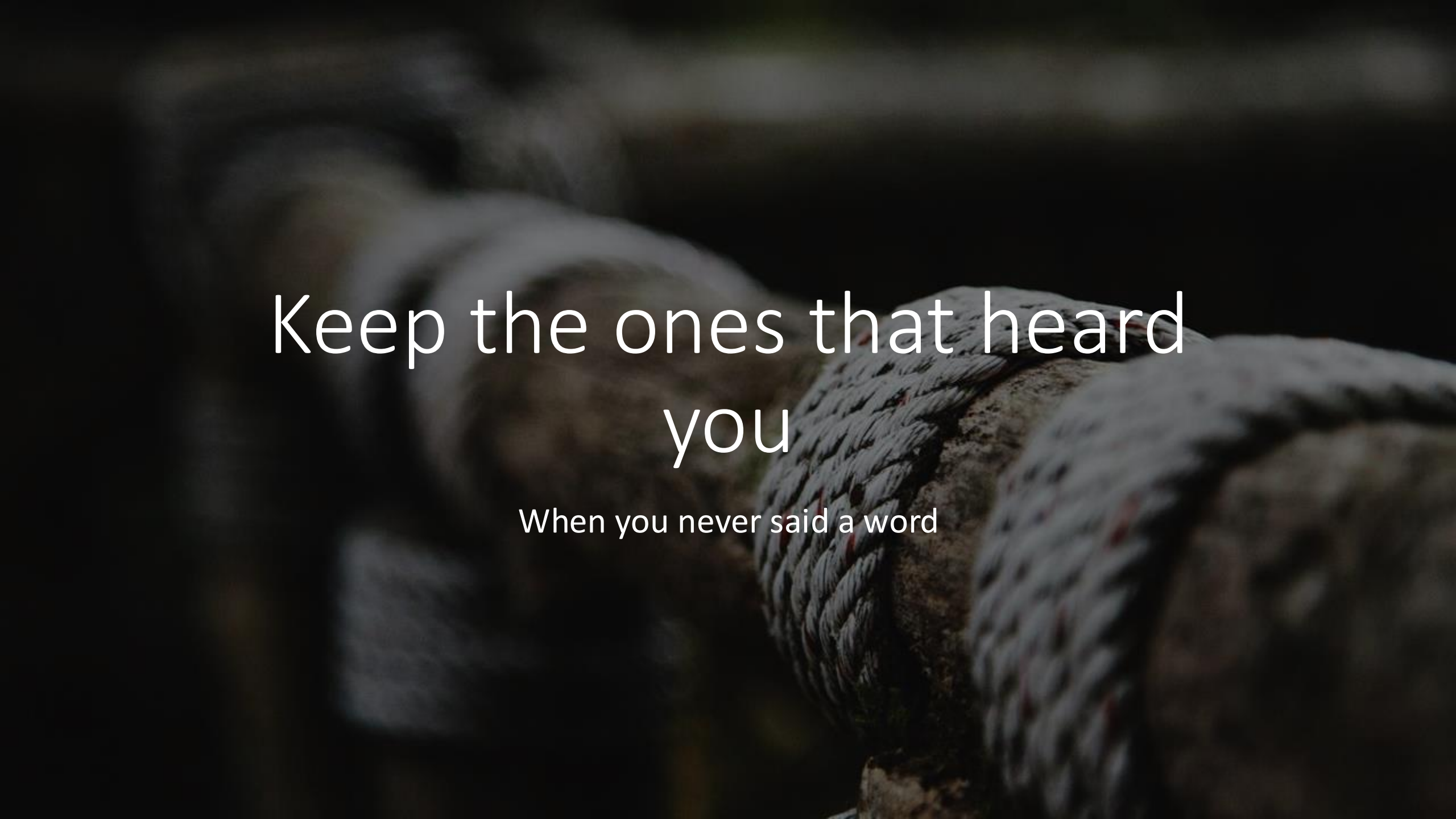


A black and white photograph of a lion lying down on a rocky surface. The lion's head is turned slightly to the right, and its eyes are partially closed. The background is a blurred natural setting. Overlaid on the image is the text "Courage does not always roar...." in a large, white, serif font. Below this, in a smaller, white, sans-serif font, is the text "Sometimes it is a quiet voice that says I'll try again tomorrow".

Courage does not always
roar....

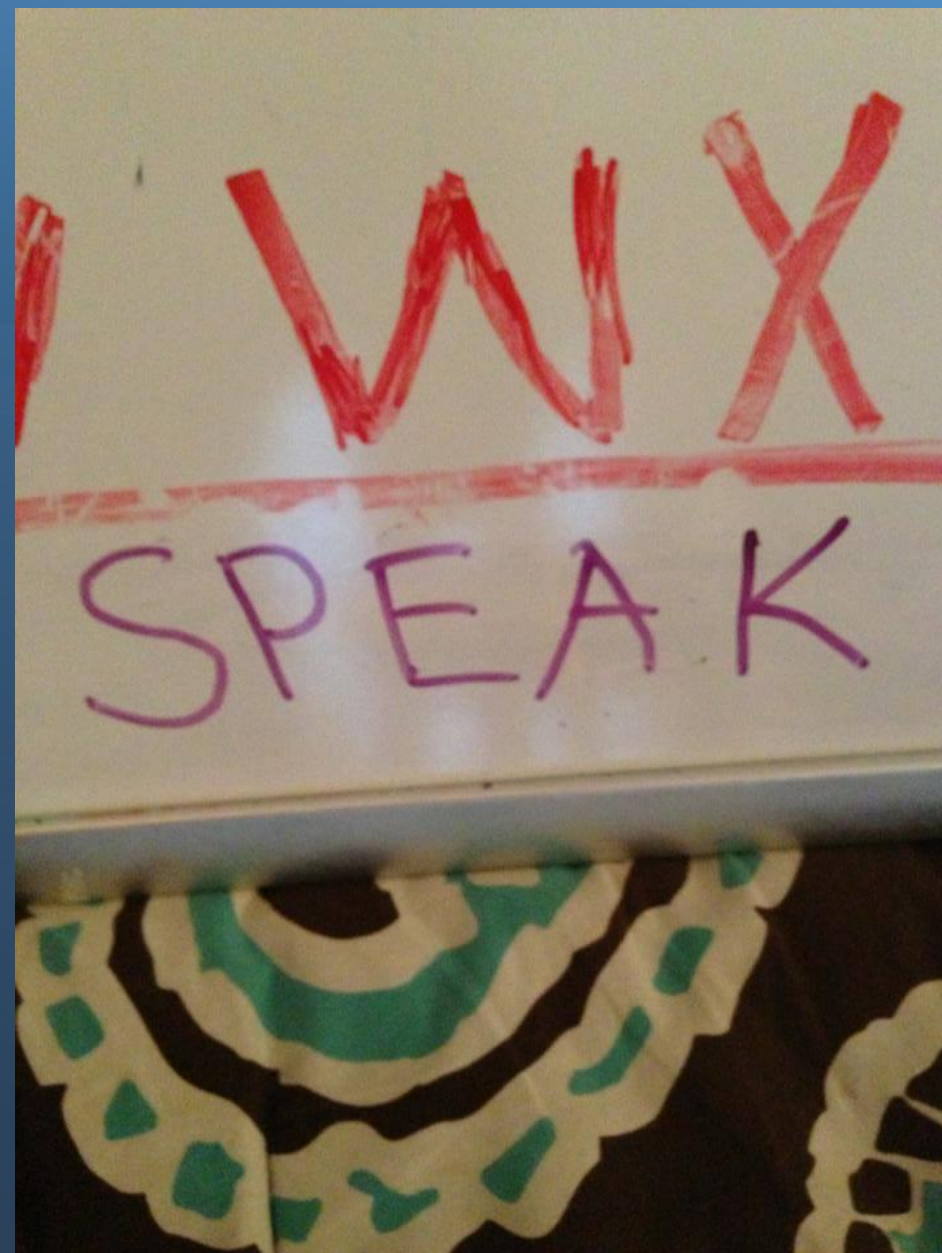
Sometimes it is a quiet voice that says
I'll try again tomorrow





Keep the ones that heard
you

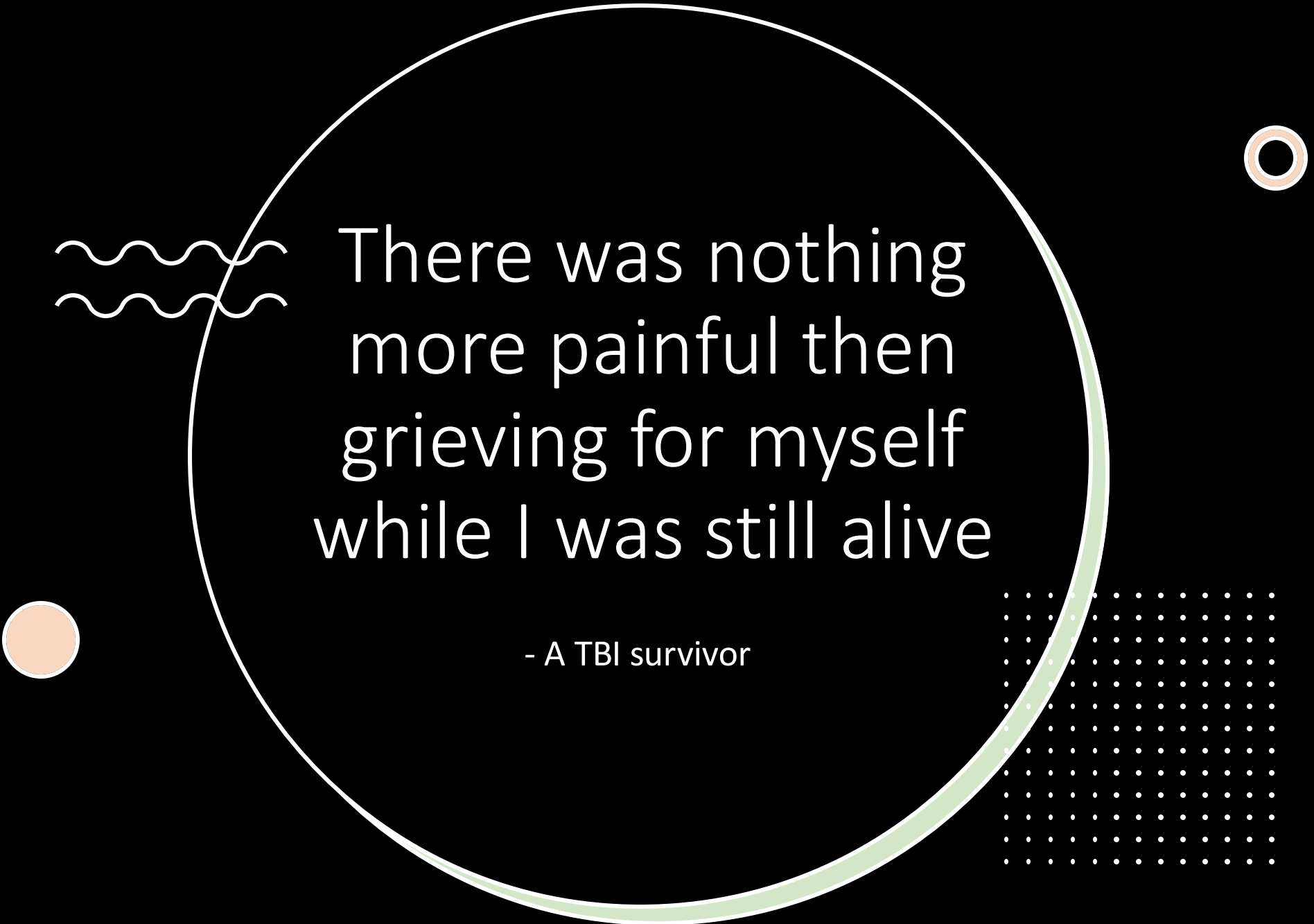
When you never said a word



A close-up, low-angle shot of a hand holding a small, glowing, golden-yellow sphere. The hand is positioned at the bottom of the frame, with fingers slightly curled around the base of the sphere. The background is dark and out of focus, featuring several large, soft, circular bokeh lights in shades of orange, yellow, and brown, creating a warm and ethereal atmosphere. The lighting is soft, highlighting the texture of the hand and the glow of the sphere.

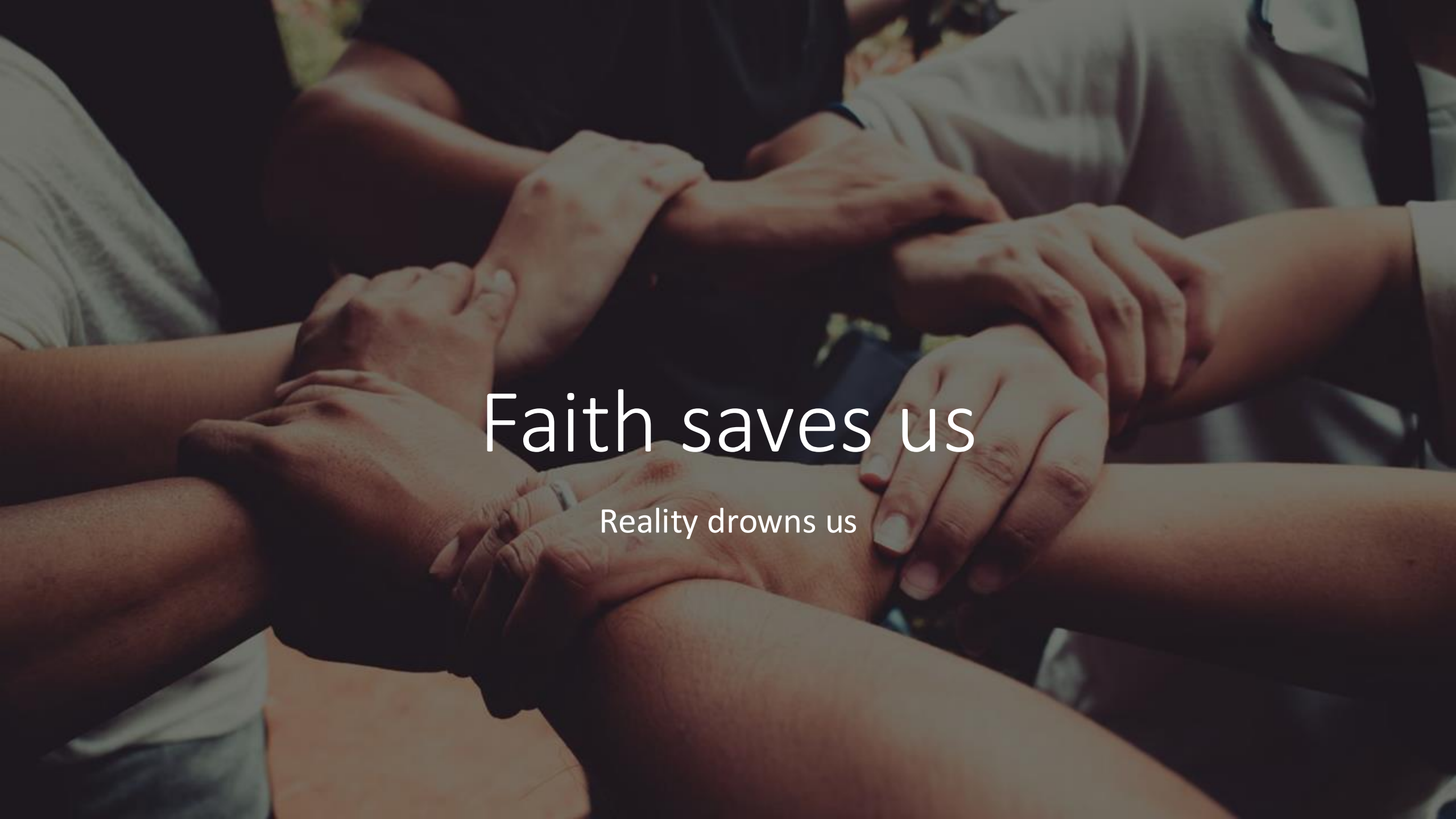
Hope is the only thing

Stronger than fear



There was nothing
more painful then
grieving for myself
while I was still alive

- A TBI survivor

A close-up photograph of several people's hands clasped together in a circle, creating a sense of unity and support. The hands are of various skin tones and are positioned in a way that suggests a group hug or a collective gesture of solidarity. The background is blurred, focusing attention on the hands. The overall tone is warm and intimate.

Faith saves us

Reality drowns us





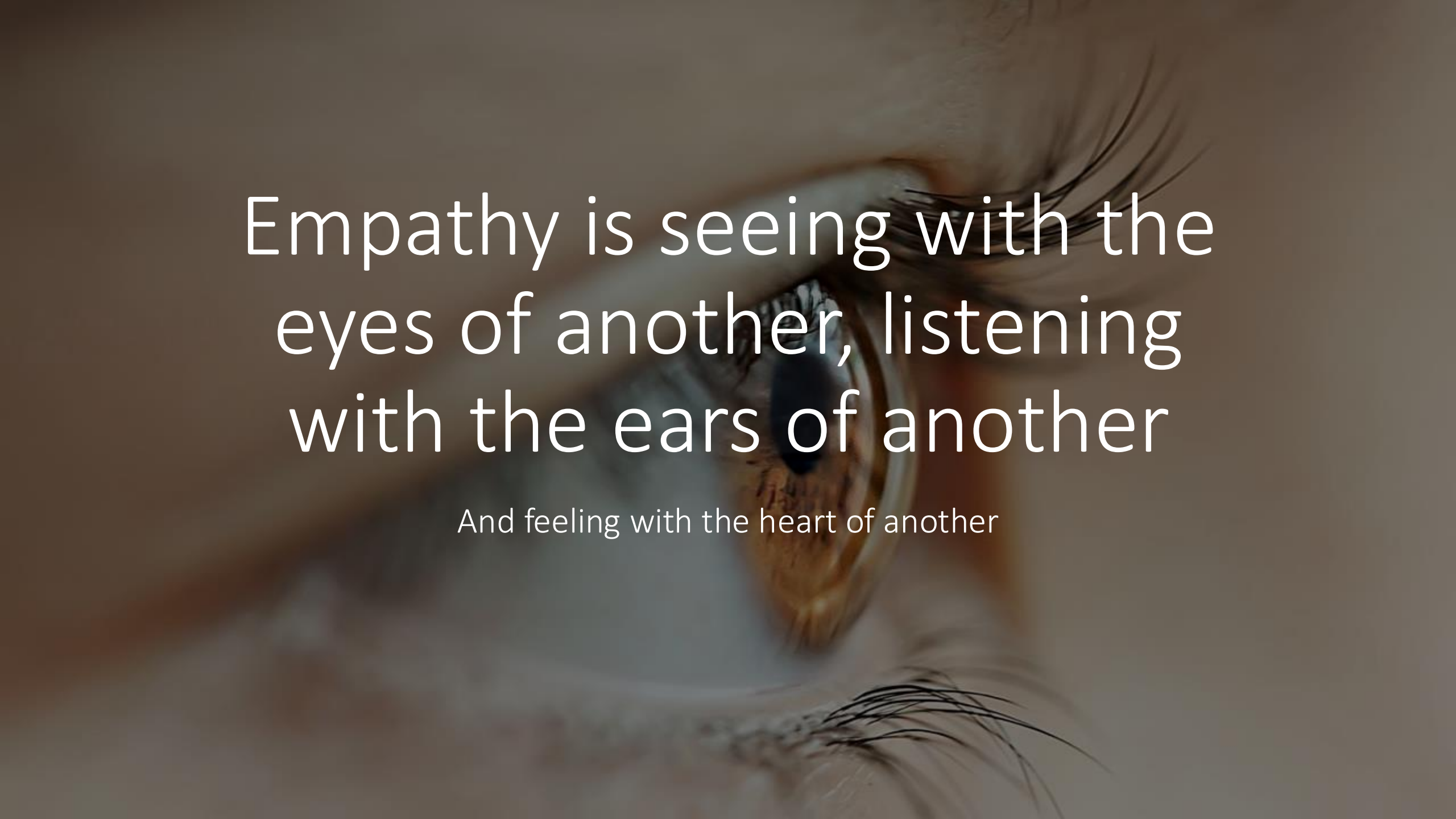
It is tempting to judge

Don't



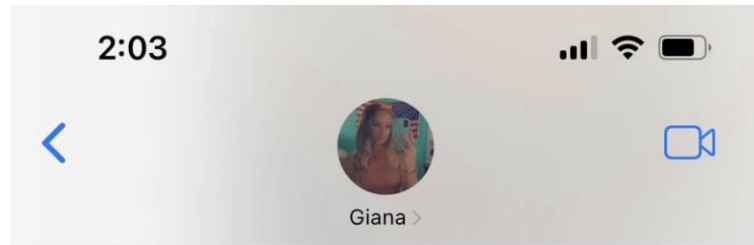
There are two types of people
those who come into a room and
say “I couldn’t care less” and
those who come in and say “ah
there you are”

-Frederick Collins

A close-up, slightly blurred photograph of a person's eye, looking directly at the camera. The eye is brown with long, dark eyelashes. The background is a soft, out-of-focus brown. Overlaid on the image is white text.

Empathy is seeing with the
eyes of another, listening
with the ears of another

And feeling with the heart of another



Today 12:39 PM

My patient this morning woke him up and he looks at me says "did I die" I said no why he said I look like an angel lol

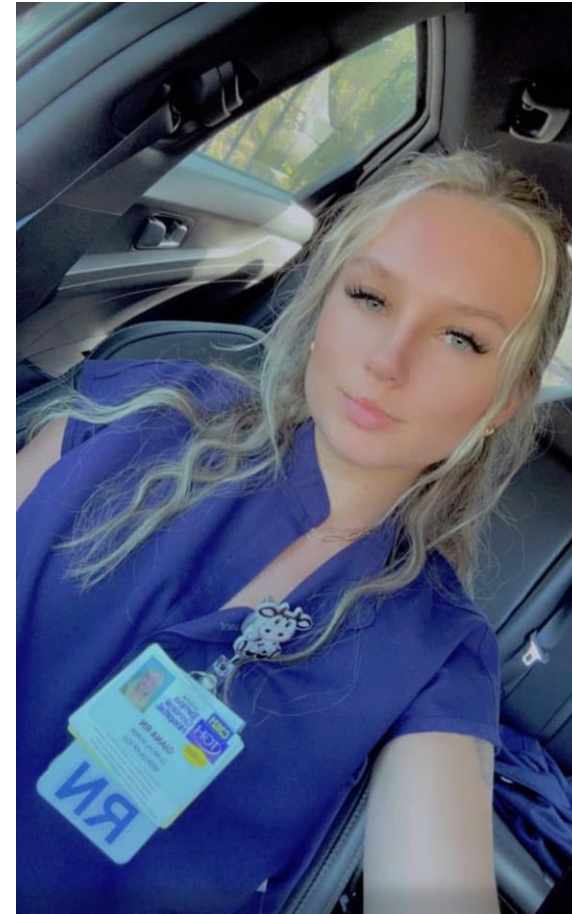
Omg lol

That's a keeper story

I said you are very much alive lol

Lmao

I'll be telling that one !



In the midst of thunderstorms you must

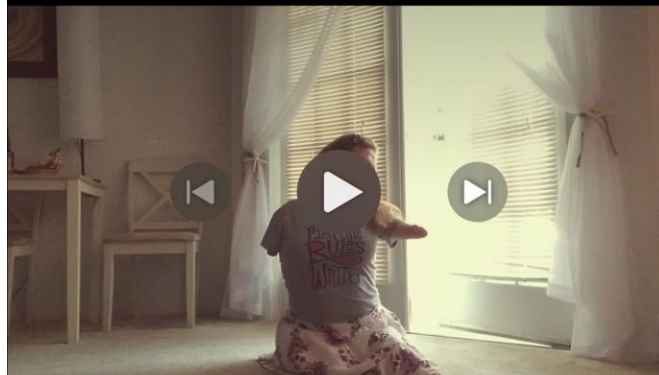
Learn to dance in the rain





Christmas dance

@Awakenministries



0:00 / 3:05





Hear what they hear
see what they see

Feel what they feel

Make a difference