

Moment of Care Lifetime of Impact!

Workbook by
Shari Bookstaff



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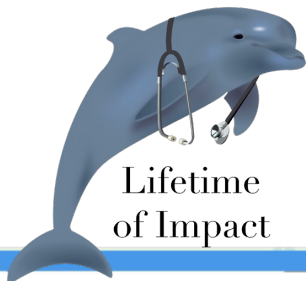
A project of SF Public Health Foundation., a 501(c)3 nonprofit



About Empathy

Empathy is a critical component of medical care. When empathy is expressed by a medical professional, patients relax, giving the nurse, doctor or other professional the opportunity to do their job more easily. Empathy leads to a greater connection to the patient, fewer complications and better outcomes.

Open this workbook in a PDF writer such as Goodnotes or Notability.. This book includes stories to inspire you, activities to motivate you and mantras to brighten your day.



Lifetime
of Impact

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Empathy is

listening *and hearing*

looking *and seeing*

a hand on the shoulder

a kind word

a smile

Empathy is inside you!

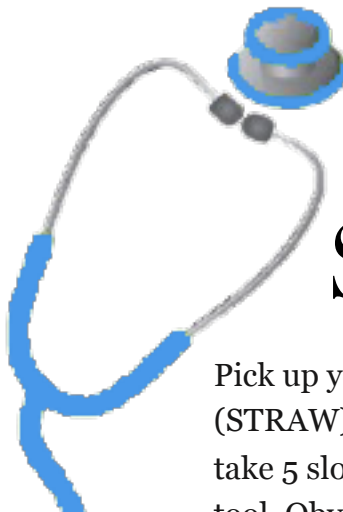
Let it out!



Can You Breathe?

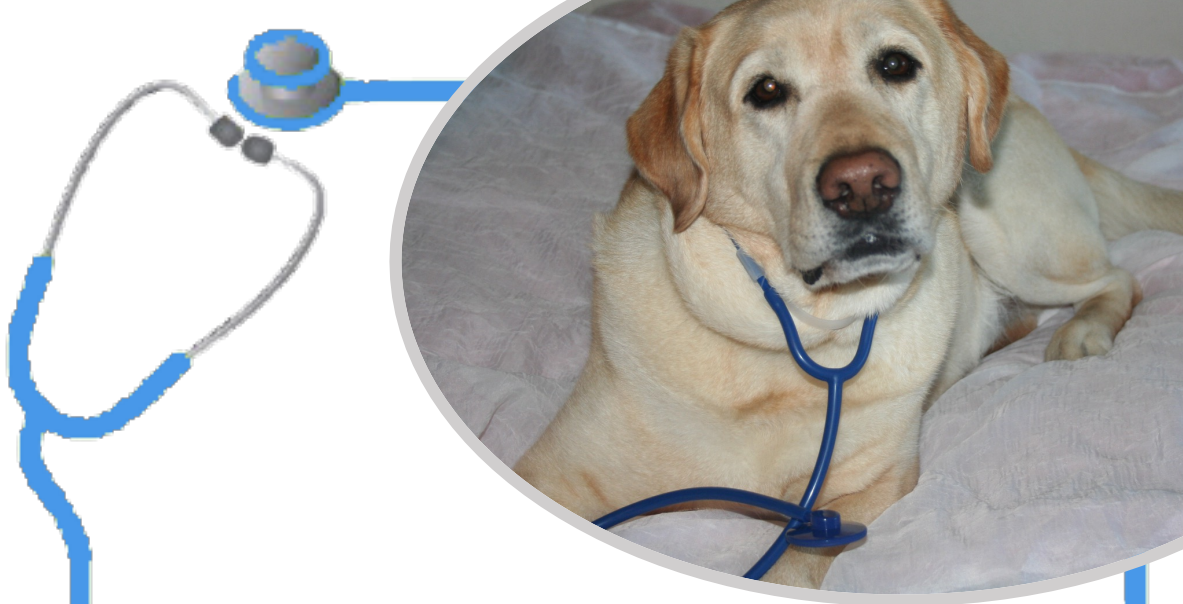
Following an acoustic neuroma resection, the 42-year old female patient was in and out of consciousness, trying to breathe. A team of doctors performed a tracheostomy. One of the doctors thought that she was worried about the scar that would be left after the breathing tube was removed from her throat. The doctor assured the patient that the scar would be gone in a year. He told her that the movie star Catherine Zeta- Jones had had a tracheostomy, and no one can see *her* scar. The patient wanted to ask if she would be able to sing and act when this was over. She would have asked him, but she couldn't talk. After a year, the remaining scar was the least of her worries.

Even though the patient was unresponsive in the weeks following her surgery, she was aware of every invasive procedure done.



S. T. R. A. W

Pick up your Special Tool to Reduce Airway Width (STRAW). Put the tool in your mouth, close your nose and take 5 slow, deep breaths. Next, take 5 breaths without the tool. Obviously, it's more difficult to breath through a straw. This is a small sample of what it feels like to have a compromised airway. Remember, the patient is also in pain, scared and uncomfortable-you need to earn their cooperation! Record your thoughts below.

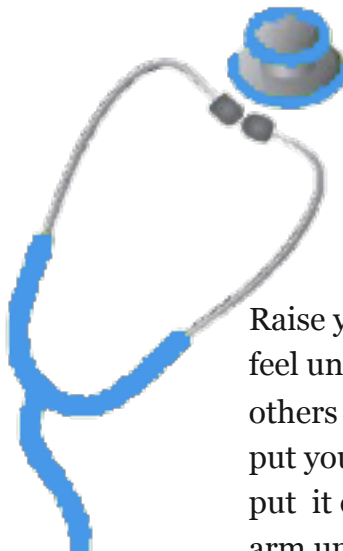


Are you in pain?

The nurses at the hospital had the patient sit in a “neuro” chair for two hours at a time. A team of three men, the lift team, lifted her and put her on this reclining chair, the neuro chair. The recliner (not exactly a lazy-boy) forced her to use atrophied muscles to hold up her head and neck. Since her muscle strength was diminished from lying in bed for several weeks, this was one of the most painful experiences of her life! She could not move her body in any way to alleviate the pain.

Waiting for help was the only choice.

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Control?

Raise your arm high into the air. Put it down when you feel uncomfortable. A helpless patient who relies on others to help them doesn't have that luxury. This time, put your arm up, but instead of YOU deciding when to put it down, the CLOCK will decide for you. Hold your arm up for:

- 1 minute
- 5 minutes
- 10 minutes
- 30 minutes

When your arm stops aching, record your thoughts.



Are you helpful or judgmental?

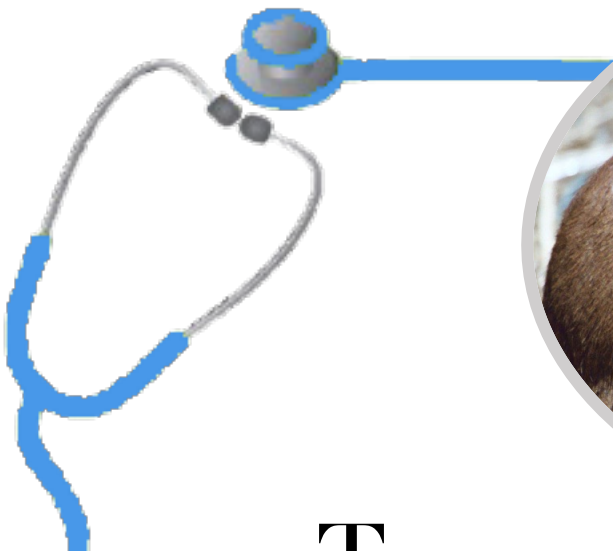
The patient has some mobility issues, tires easily, and has a history of a brain tumor and stroke. She tells her doctor that she does not feel comfortable serving as a juror. Jury duty entails a long drive, followed by a long walk, followed by a lot of waiting around, and more walking, and using breaks to relieve her service dog. Her Primary Care Physician told the patient that she doesn't write letters for people to "get out of" jury duty. She said she could write a letter stating what is wrong with her, but not a recommendation to be excused from jury duty. The doctor stated that some "numbness" was not an excuse.

The patient left the office feeling unheard and will forever refer to this doctor as her "Primary DON'T Care Physician!"



B. A. N. D

Pick up your Belittling Agility Narrowing Device (BAND). Place the device around the back of your hand, wrapping it around your pinky finger and thumb. This will give your hand limited mobility, mimicking the effects of paralysis, joint issues or injury. Perform every-day tasks like brushing your teeth with the BAND in place. Switch hands. Record your thoughts below.



Teamwork?

No one wants to go through a difficult time alone. People need to feel like their medical team is on their side, working together to achieve a common goal. The ironically tragic twist of course is that the patient didn't plan on dealing with this problem. They don't WANT to deal with this problem. They don't want to be in a position where they need to see a medical professional regularly. They're thrown into a new world where negative is positive and positive is horrible. The medical professionals, on the other hand, DID voluntarily enter this upside-down world. How can the provider and the patient work together as a team? A 37-year old female with history of adenocarcinoma, stroke and embolism runs a busy office, lives about an hour from work and doesn't have much sick leave available. One receptionist at one of her many doctor's offices went out of her way to help her schedule all of her appointments on the same day.

***Taking a small amount of worry and work off
your patient's plate is always tremendously
helpful.***



Just Listen

Work with a partner. Think of something from your past that may have prompted you to see a doctor. Partner A (patient) tells Partner B (provider) the reason for their visit, describing the ache or pain and what brought it on. Partner B should listen without interrupting for at least 60 seconds. During this minute, don't try to solve a problem, diagnose, or give advise. Switch roles. Record your thoughts below.

Get ChaRGD!

Focus on what you CAN **change**

Do the best you can with the **resources** you have

Modify your **goals** but stay true to yourself

Don't be afraid to try something new and **difficult**

Take Care of Yourself!

It is important to remember and follow these mantras every day, sometimes in everything we do. As a healthcare provider, following these mantras can help you handle difficult situations and combative patients, as well as personal issues. It can also make your job more fun! For example, one way to “Do the best you can with the resources you have” is to maximize your resources. A fun way to maximize your resources is to use your passions as a resource. For example, you enter a patient’s room, prepared to perform an invasive procedure. They have a poster on the wall of your favorite sports team. Go ahead and use your passion for basketball (or football, hockey, tennis, etc) as a resource! Celebrate or commiserate about your team.

Great way to connect is by treating your patient as a human first; patient second!



ChaRGD!

Following brain surgery, the patient thought that she would never go whale watching again. One day, she decided to go, knowing it would be difficult for her to move around on a boat. She knew that she would not be able to run around the vessel to get the best photos, so, she focused on what she could **change**. She boarded the boat, sat down, and planned to stay put for the duration. The most important **resource** she used that day was her passion for the sea. The patient took pictures from her seated position, thus modifying her **goals**. At one point, the boat was surrounded by hundreds of common dolphins, and she took the photo above. By trying something new and **difficult**, she convinced herself that she could still follow her passion!

***Thinking about doing something and DOING
it are not the same thing—GO FOR IT!***



Rest Your Worries!

Hold a cup of water high over your head. At first this is easy, right? After a few minutes, the glass seems heavier. After an hour holding up that cup is almost painful. Finally, you can relieve yourself of the pain and put the cup down. Now imagine that the cup represents your problems. At first they seem small, but if you hold onto them, even the most minor issues seem insurmountable. Put the cup down, let your problems rest, even if only for an hour. Record your thoughts below.



Cha

R



G

D





5 Tips:

1. Understand what empathy is and recognize why it is important
2. Treat each patient as a PERSON
3. Offer some CONTROL
4. Lead with positivity
5. Avoid “empathy killers”



Notes

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