

### **“What I Learned as a Patient” - A Personal Story**

I would like to share my personal experience as an inpatient related to my recent hip replacement surgery. Although I have been imparting with you my experiences as a nurse, it certainly opened my eyes to live a couple of days as a patient. Regardless of my extensive clinical knowledge, as a patient there can be a feeling of vulnerability and apprehension - like a child in an unfamiliar and new environment.

#### **“How can I help you today?”**

I was impressed that staff nurses, who met me for the first time, took a few minutes to introduce themselves to purposefully establish rapport. They asked if there was anything else I needed; this simple question strengthened my confidence and trust in them and the entire nursing staff. Larry and I frequently speak of the importance of building a relationship before “teaching the patient” - I fortunately experienced the direct value of this lesson. Simple open-ended questions, asked with a smile, the first time you meet a patient will go a long way to establish rapport and trust. Here are three examples:

- 1) “How are you doing?”
- 2) “How can I help you today?”
- 3) “Is there anything else you need me to do for you?”

What additional questions do you use to bond with patients?

#### **Go Slow to Get There Faster**

Too often, due to limited time with the patient, we jump into our teaching, before the patient is ready to receive. I can understand this. Like we discussed in the first Med-Revu Newsletter, it is important to employ open-ended questions to involve the patient, which will lead to rapport and trust. Open-ended questions will slow you down at first; yet, the answers to them will provide insight into what is important to your patients, and give you a point to continue to build your teaching.

*All the Best from Your Partners in Patient Engagement*

### **Contact Us**

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