

Providing Care and Compassion Overview:

- This webinar will establish the history of bedside manner and understand it as the minimum standard of care, examine patient-centered care, and discuss how to expand your care with compassion at its core

Bedside Manner as the Minimum Standard with Rachel Rubino:

- Bedside manner has been a concern for millennia
 - Began with the Hippocratic corpus in 4BCE (Silverman, 2012)
 - Professionalized the medical field
 - In 1892 CE, Sir William Osler led interdisciplinary efforts toward humane patient care (Silverman et al., 2003)
- To develop trust with your patients and reduce their anxiety (Dang et al):
 - Reassure patients
 - Let patients ask questions
 - Explain test results clearly
 - Avoid placing judgements on your patient
 - Ask patients for their treatment goals

Patient-Centered Care with Blue Lerner:

- Providing care that is respectful of and responsive to individual patient preferences, needs, and values
- Patient guides all clinical decisions
- Considers the patient's support system and knowledge of their condition
- Allows provider to prevent illness, not just treat it
 - SOURCES USED: Epstein et al.; Institute of Medicine; Mead and Bower

Practicing Compassion and Holistic Care with Luke VanNiel:

- Holistic care attends to the physical, emotional, social, economic, and spiritual needs of the person in relation to their illness (Ventegodt et al)
- Holistic care sees patients as unique individuals with unique needs, not generalized illnesses
- Holistic healthcare requires a commitment from practitioners to constant compassion, learning, and relationship-building
- Places *care* before *cure*
 - OTHER SOURCES USED: Price; Kafer

Concluding Thoughts:

- Critical to patient care is the understanding of your patient as a human with a full life, who needs you to understand their beliefs and desires so they can experience life how they so choose.

If you'd like to discuss any of these ideas further please reach out:

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