

A man with short brown hair and blue eyes, wearing blue medical scrubs, is making a 'shh' gesture with his right index finger pressed against his lips. He has a white adhesive bandage on his index finger and a white hospital wristband on his left wrist. The background is a plain, light gray.

The Patient Empathy Project – What Patients Fear and Why We Have to Know

We teach
people
how
to treat us.

“Service is
simple. It’s just not
easy.”

—a quote from anyone who’s tried to deliver it

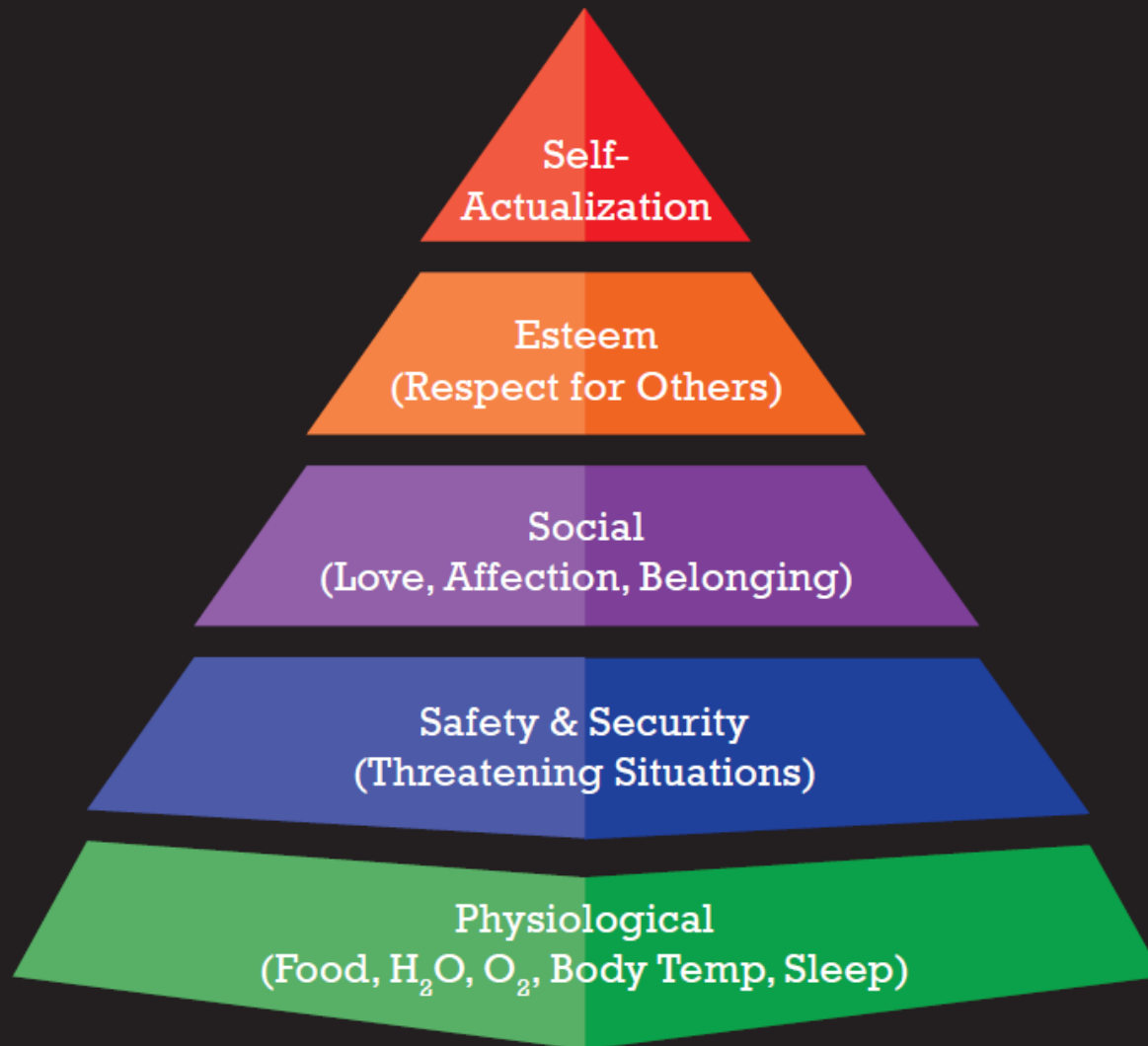
What if everyone
has some **fear**
that they aren't
telling us about?

It all started with one patient...

The Patient Empathy Project

was born.

Maslow's Hierarchy of Needs





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Hierarchy of Patient Needs



WHEN EVERYONE'S A FALL RISK.. THEN NO ONE'S A FALL RISK.



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1. Have **fall risk** visual identification outside the patient room (usually a bright yellow falling star).
2. Non-skid socks designating **fall risk** worn by patient (usually red or yellow).
3. Brightly colored wrist band stating **fall risk** in bold font.
4. On leader rounds and at bedside shift report, the nurse will ask the patient,
"I see you have (yellow) socks and a (yellow) wrist band. What does that mean to you?"

The patient should (if verbal and oriented) state, "I am a **fall risk**. I can't get up without the help of a nurse or one of the team."

The nurse then asks, "show me how to call the nurse."

Then allow the patient to demonstrate use of the call light.

5. If the wrist band, socks or patient's understanding of their being designated a **fall risk** is not in place, make this a priority on the spot.

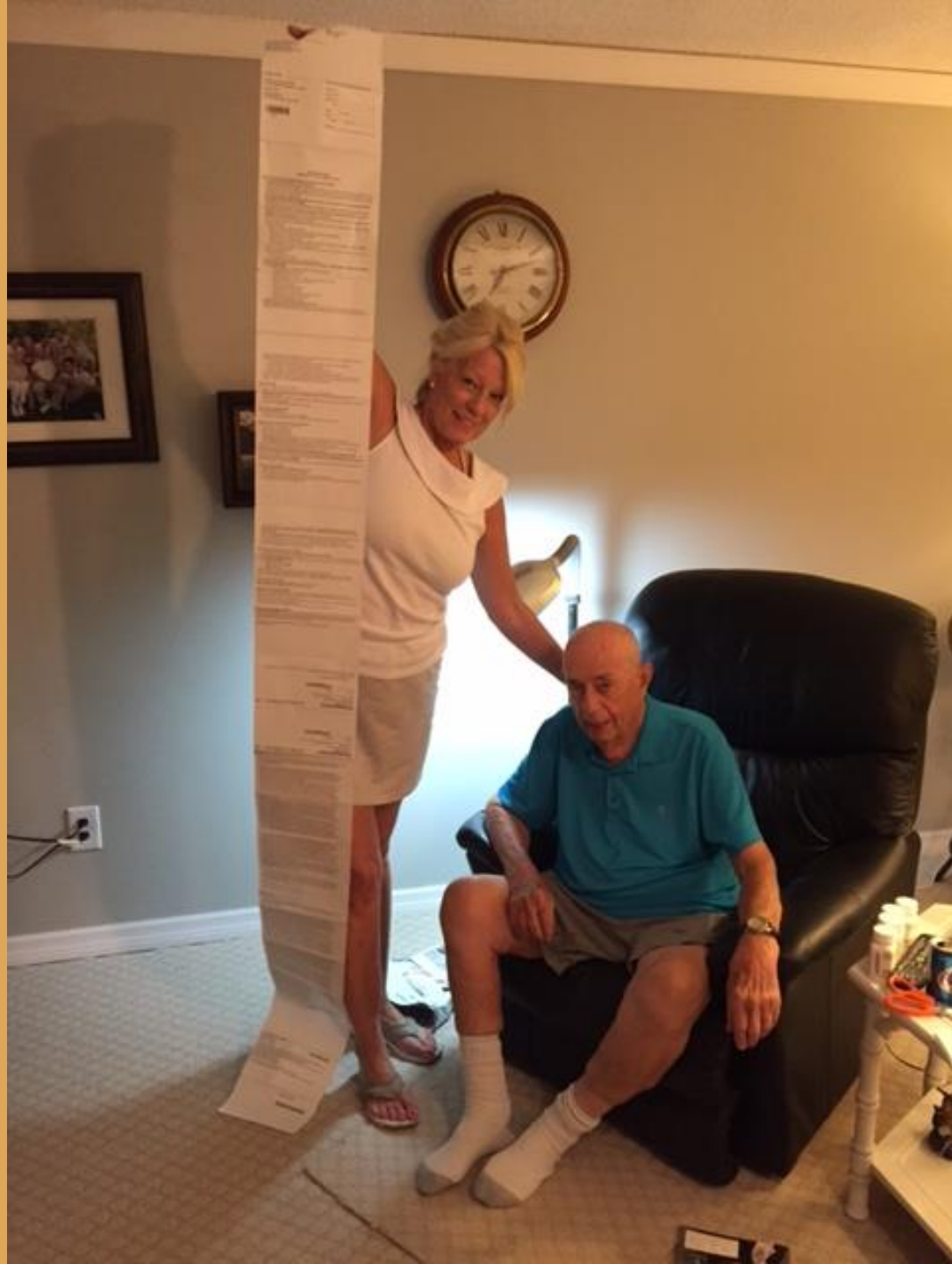


Hierarchy of Patient Needs

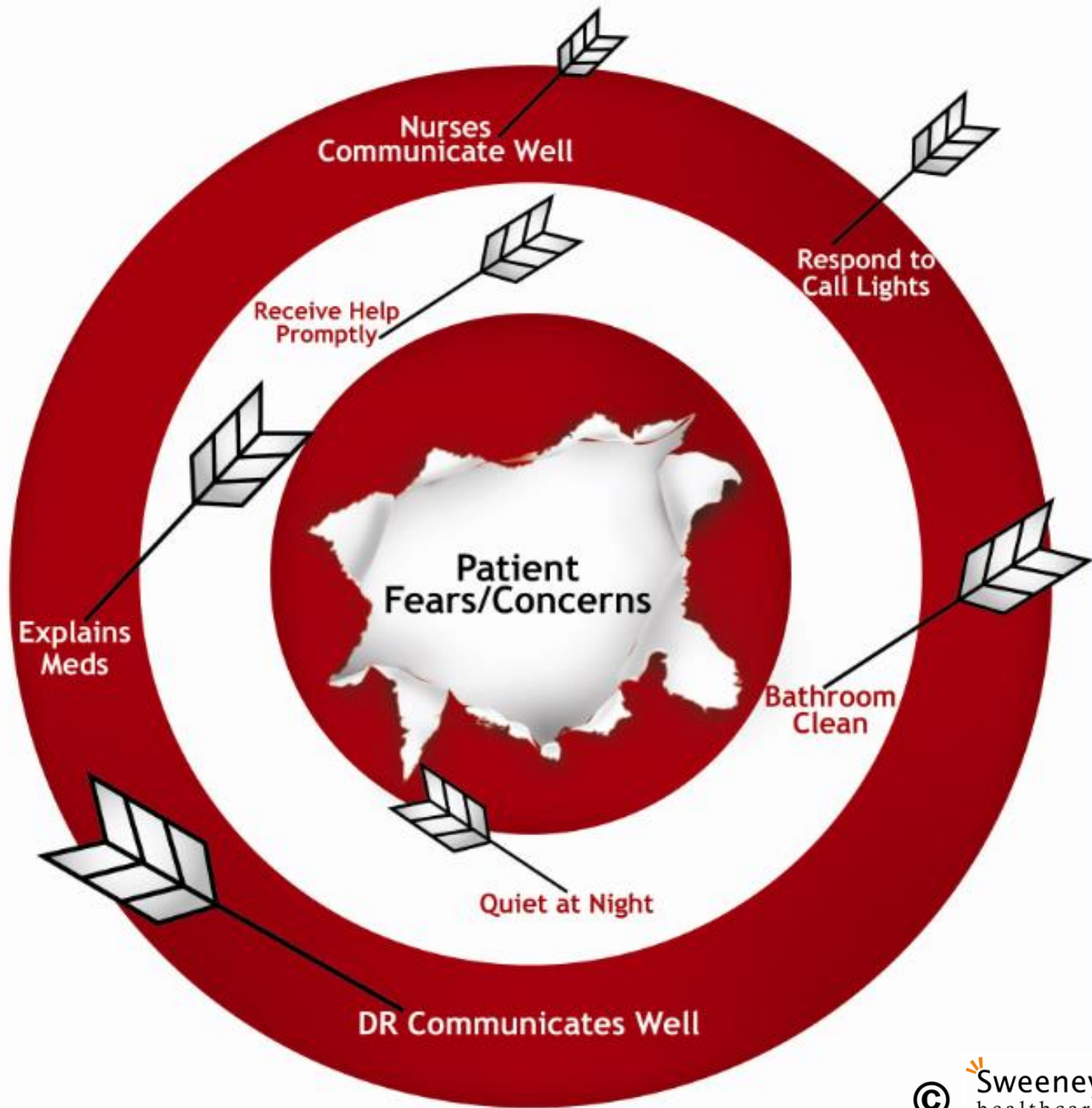


Why we have to know

- 96% of all people suffer from it.
- Signs and symptoms: breathlessness, excessive sweating, nausea, dry mouth, feeling sick, heart palpitations, a fear of dying, becoming mad or losing control, full blown anxiety attack, and **the inability to think clearly.**
- It is often unspoken and shameful.



HITTING THE TARGET -MISSING THE MARK



The Patient Empathy Project

Top 11 Fears

1. Infection
2. Incompetence
3. Death
4. Cost
5. Medical Mix-up
6. Needles
7. Rude doctors and nurses
8. Germs
9. Diagnosis/prognosis
10. Communication Issues
11. Loneliness

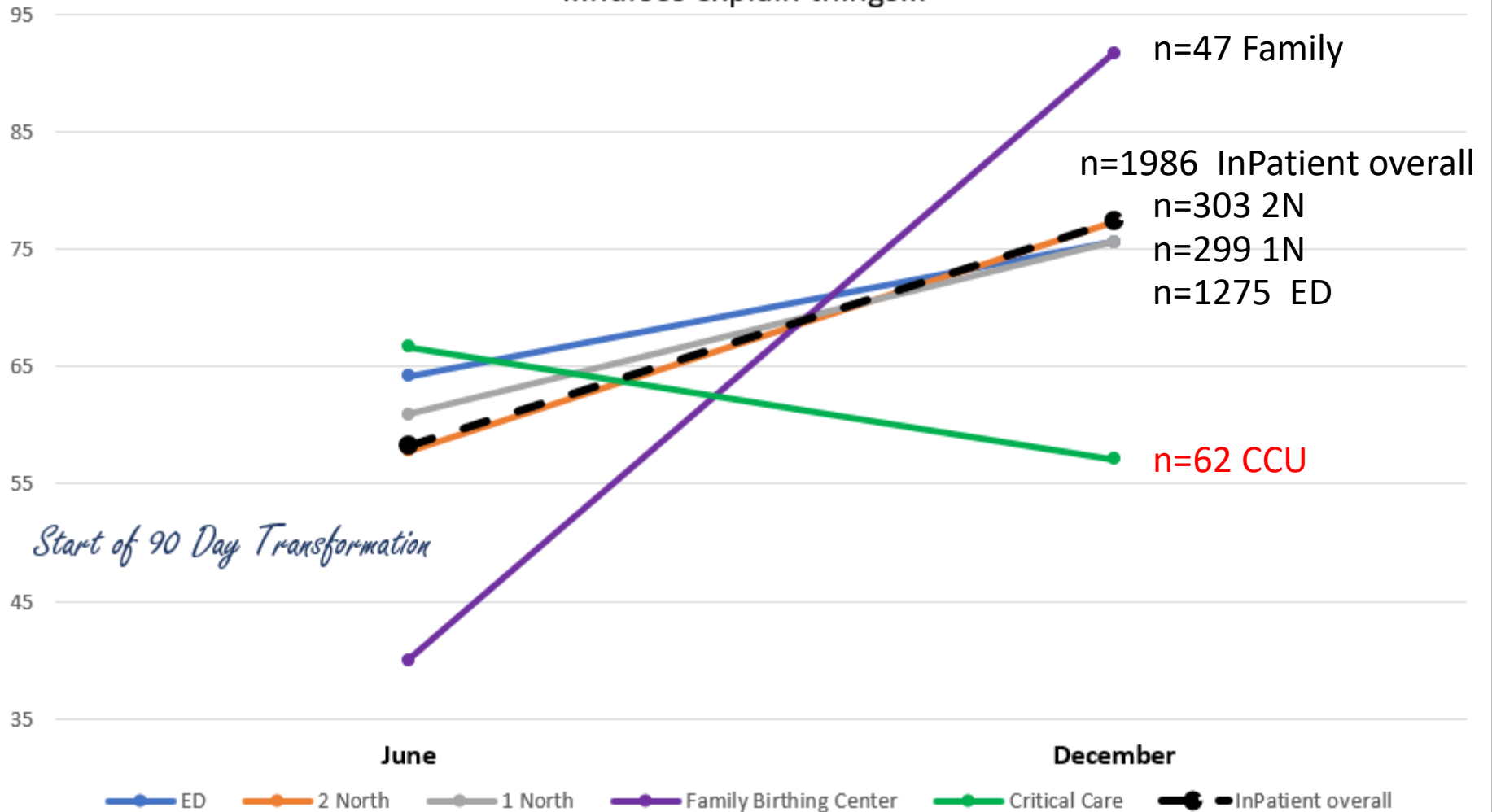
Medical Practice Patient Empathy

Project **Top 8 Fears**

1. Diagnosis/prognosis
2. Wait times
3. Communication Issues
4. Cancer
5. Rude doctors
6. Scale location
7. Cost
8. Germs

PennState Health 2018

...nurses explain things...







Live
like each
day is your
last

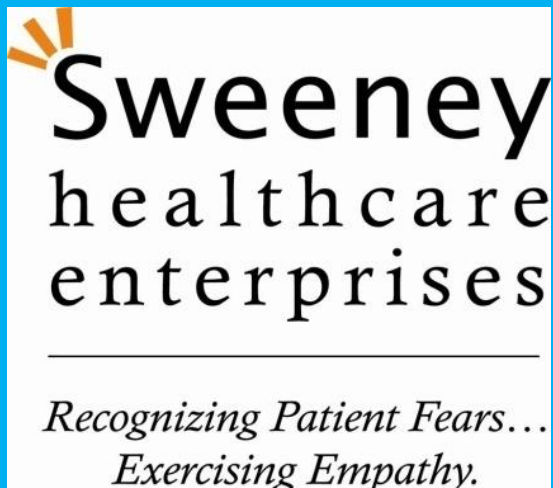


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