

Narrative Care for Patient Care

Understanding the whole patient (not just the HPI)

- Emotions, cultural, spirituality
- Experiences, past & present

Caregiver(s) support

Partnerships

- Who are all the stakeholders?

The voice(s)

Departure Surveys



Narrative Care for Provider Care



Wellness Project

Goal: Improve Organizational Wellness in the Department

- Strength in caring initiative
- Gallup Strength's Based Leadership Assessment
- Ambassadors

First order of business

- Provider Burnout
- Surveys (pre & post)



Case Studies to Explore Narrative Care

- Get Curious, not judgmental
- Open-mindedness
- Exploring unmet needs
 - Physical Needs
 - Emotional Distress
 - Social Support



Case Study 1

92 year-old woman, with indwelling catheter, complaining of pain, family wants converted to SPT, patient wants everyone to leave her alone, nurse doesn't want to change a newly exchanged catheter that was draining

Case Study 2

48 year-old man, irate patient, fired from previous practices (including oncology), chart marked as violent offender, PMH of prostate cancer, erectile dysfunction, noncompliance, SocHx: drug seeker

Case Study 3

Provider consistently runs behind schedule, patients complaining of wait times, nursing complains that provider doesn't respond to messages on time, administration wants to improve access, altercation occurs between provider and staff, provider reprimanded

Benefits of Narrative Care in a Clinical Setting

Connections/Relationship building

- Better understanding of process (illness/outcomes) for patient
- Better understanding patient POV for providers

Other perspectives

- All parties

Retention





Impact of Narrative Care in a Clinical Setting

- Trust
- Standards of humanity
- Partnerships
- Knowledge gained
- Better health outcomes