COMPETING VOICES IN OUR HEADS

DO YOU HEAR WHAT I HEAR?

PREPARING OURSELVES AND OTHERS TO “HEAR”
Are we listening?

VOICES - VOICES - VOICES

WHAT DO YOU HEAR?

Do you hear what I hear?
Who am I to speak to you?

- June Eilers PhD, APRN-CNS, BC, FAAN
- Recommended by a colleague
- Eugene Washington Award (PCORI) Co-PI
- Multiple opportunities to learn – and still learning
  - Clinical setting
  - Teaching
  - Research interviews
Hearing from those we work with ...

- Regulatory forces

- Students-
  - Chose program
  - Know what they want

- Employees –
  - Usually chose employer
  - May be overwhelmed by what they have to know
Those we work with cont.

- Patients –
  - May/may not have chosen where to receive care
  - Not one prototype – not all are just like me
  - Often dealing with trauma of health condition
  - Varying levels of knowledge and motivation
Challenges of this additional “voice” to reconcile with in our systems

• The voice of the patient
• Hearing the patient even when they don’t seem very “patient”
• Their view of the situation versus ours – or should we say “in addition to ours”
Pause and think for a moment

Knowns – rapidly changing

- Technology
- Treatments
- Societal characteristics

When have we had to rely on the patient?

Pain is what the patient says it is – McCaffrey

Quality of life in a given situation

Symptoms – dyspnea, nausea
Challenges

- Requirements
- Expectations
- Demands
- Timelines
- Others
Diversity

- Recruiting students/employees into our educational programs and professions
- How are we preparing them/ourselves to address diversity in our patients/families
Dealing with still another form of diversity in health care

• Patients come with many different characteristics
  ▫ Comprehension of the current scenario
  ▫ Comfortability speaking up
  ▫ Experience using electronic technology

• Frequently it is not just the patient – the challenges can multiply
Diversity Cont...

- Relationships within the family
- Different understandings of the same situation among family members
- When you need someone else and they are absent
Your assignment – what happens when the “disruption” you have to deal with is the patient/family?
Disruptions assignment

- Identify examples within and across professions represented in health care
- How are they similar/different?
- What can we learn?
- What suggestions do you have for enhancing the clarity of this concern when you are teaching others?
- When are the “disruptions” most challenging?