

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?