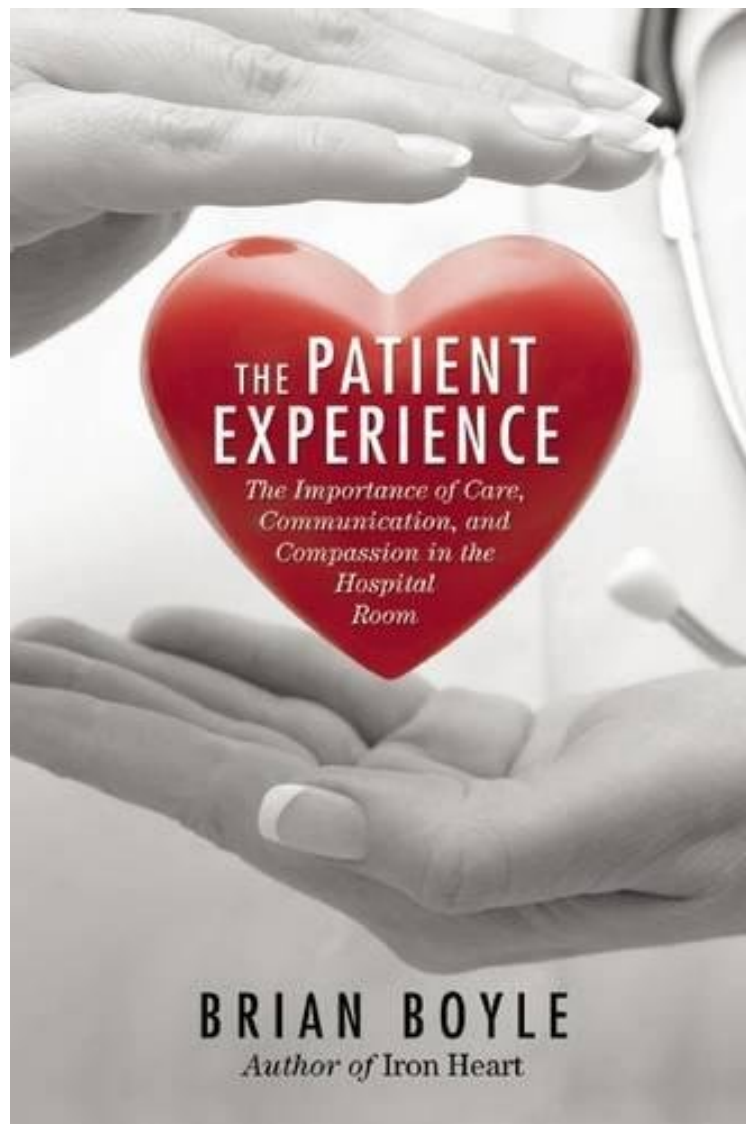


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The Patient Experience: The Importance of Care, Communication, and Compassion in the Hospital Room

Brian Boyle

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#253553 in Books 2015-03-31 Original language: English PDF # 1 9.10 x 1.00 x 6.101, .0 #File Name: 1632207109256 pages | File size: 70.Mb

Brian Boyle : The Patient Experience: The Importance of Care, Communication, and Compassion in the Hospital Room before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Patient Experience: The Importance of Care, Communication, and Compassion in the Hospital Room:

2 of 2 people found the following review helpful. WHAT EVERY HEALTHCARE PROVIDER SHOULD BE

REQUIRED TO READ!By Caryn #34;CJ#34; JaffeBrian Boyle has written a masterpiece here! As a Registered Nurse, Certified Legal Nurse Consultant, and Former Nationally Registered Paramedic, as well as someone who, herself, is championing a serious illness, I can honestly say that Brian's words should be included in every nursing, EMS, dental, and medical school curriculum in the country if not the world. Brian's writing style makes the reader feel like he is sitting next to you having a serious discussion about what it felt like to experience being a gravely injured patient. So many of us who go through such experiences try to put it in the past, so you never hear the true feelings about what it's like to wake up scared and confused only to find your family crying at your bedside, having no idea what provoked their tears, only knowing that you physically hurt. By reflecting on his incredible journey back to life, first in his book *IRON HEART*, and now in this new work, Brian puts this into easy to understand language that really touches the readers heart and makes you think. By chronicling the experiences that he had, he is using it to truly teach healthcare providers what really is important; That there is more to being a nurse than administering a medication, or writing a report. He embraces the one ideal that a former nursing instructor once told me: "The little things are the big things." (Quote from Linda Alfieri, RN) It is perhaps what I consider to be the most important thing I have ever learned about caring for another human being or animal; Something I embrace with every patient contact I have had since. Brian stresses this exact ideal in a number of ways and then helps his readers utilize the information in a modified workbook style. This format creates a platform to use the new information and thoughts right away, versus reading an entire book and later thinking about the collective work. Not only does this book have the power to impact healthcare providers, but it also will provide much comfort to patients who have experienced the fears, questions, and life-changing views that come from being dependent on others for medical and emotional care. For many of us still going through health challenges, this book will remind us that what we are feeling is not unusual... It's normal. It will provide comfort perhaps in a similar way that a family might. By sharing his thoughts, Mr. Boyle is creating an extended family of people who 'get it,' from the standpoint of medical uncertainty. It will also help family members of these patients to feel what their loved ones may be experiencing. Books like this are a gift to family members who walk beside their loved ones but cannot actually walk in their shoes. This gives them a taste of what those shoes may feel like in a non-threatening way. Books like this can actually save a relationship of a family 'broken apart' by healthcare challenges - a true gift! Brian Boyle has become such a role model for people facing adversity related to being a patient, as well as a strong spokesperson for the importance of blood donation. After reading this book, it is my hope that all healthcare curriculums include this as required reading: from medical assistants, vet techs, dental professionals, paramedics, EMTs, nurses, doctors, and even administrative professionals in healthcare environments. I also hope that the instructors of these many curriculums take the teachings of this book many steps further to include classroom discussion of the importance of caring for the entire family of a patient. If that happens, Brian Boyle's reach will truly impact the healthcare world in the way I believe he is hoping he can! I would recommend this amazing work to anyone and everyone! Great job Brian And Thank You!! 0 of 0 people found the following review helpful. I hope I never have to experience what Brian or his family has been through but I am so very happy they were willing to take lemonsBy Amy C. As you open the pages of this book you step into a place of vulnerability, honesty and raw emotion. I hope I never have to experience what Brian or his family has been through but I am so very happy they were willing to take lemons and make lemonade. I think all of us in health care education should find a place in our curriculum to integrate this book and the power of the patient's voice. Amy Cowperthwait MSN, RN, BC-ACNS 0 of 0 people found the following review helpful. From a deaf patients view.....By Catherine Thompson I really dont know where to start.....most books start off with a doldrum or a yawn. Brian started his books off with a feeling of a rude awakening and then it was a good page turner with knowing that you have to read each word knowing what he went through. My reason for reading this was to see if i could place my mind and feet into my hisbands situation by reading brians book. So many memories and flashbacks flooded me throughout the whole weekend. Yes, excellent book especially to the wonderful staff of nurses and doctors. I earned my imaginary certificate from john hopkins bayview. Ha! My husband is doing good as he can be from having a brain aneurysm. Brian pointed alot of great pointers for those who want to enter the medical field..... Take my word. You will need to read this book from a patients view! Ive known brian during his high school years with his parents. Awesome. But this book is way beyond my total explanation. Excellent excellent. I certainly plan to share my insight especially from my husband being deaf and all. Thank you brian! Love you three! Cathy

Brian Boyle tells a personal story of his fight back from near death after a horrific automobile accident. He focuses on his experience as a patient who, while in a two-month long medically induced coma, was unable to move or talk to anyone around him, yet he was able to hear, see and feel pain. Brian slowly clawed his way back to the living and found the strength to live to tell his story in his acclaimed memoir, *Iron Heart*. Now Brian provides vital information from the patients' perspective to help caregivers gain valuable insight that will help them understand new ways on how to provide care to both patients and their families. By completion of this book, the participant will be able to: Recognize the variety of feelings and emotions of the patient Identify simple methods and interventions to provide emotional support to relax the patient Determine the importance of particular amenities to a patient who may be unable

to communicate Evaluate patient life-history to determine appropriate intervention techniques Understand the motivational role that communication has between the healthcare provider and the patient and his or her family Brian's story about catastrophe, survival, and transcending all odds has implemented new and innovative strategies for improving patient safety and quality of care on a national level, as well as serving as a learning experience for healthcare providers of all levels and backgrounds. When it comes to the patient experience, Brian has become a mouthpiece for the voiceless.

Sometimes, lost in the debate about waste, fraud, and managing health care costs is the fact that healthcare professionals are highly trained and genuinely care deeply about the health and outcomes of their patients. And, together amazing things happen. Brian Boyle helps tell that story. "Harvard Medical School" Brian has seen the patient side of the medical encounter and he has triumphed in every way." Duke University Medical Center "Brian's words soothe and guide healthcare providers to be always present in every moment of our patients' lives." Maryland Hospital Association "There is no gift as absolutely precious as the gift of life, and no one acknowledges this more than Brian Boyle. Brian treats each day as a gift and an opportunity to help others." Gail McGovern, President of the American Red Cross "There is no better story of a miraculous comeback than Brian Boyle's." The Washington Post "A car wreck nearly ended his life, but Brian Boyle wasn't going to let that stop him from achieving his goals. The very process of having set those goals, maintaining the discipline to work toward incremental benchmarks, and knowing the immense rewards of attaining them gave Boyle an advantage during his recovery." Success Magazine