C.A.R.E. for the Whole Person

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Who I Am

• Patient experience knowledge expert, thought leader
• Speaker, author, blogger
• Fellow, Institute for Social Innovation
• Co-founder of HHS
• Professional jazz harpist

3 Things You’ll Learn Today

1. What whole person care is
2. How The C.A.R.E. Channel supports whole person care
3. Touch points in the continuum of care where C.A.R.E. Programming can be used
Whole Person Care

Humanity in Patient Care

Body + Mind = Whole Person Care
Healing + Curing = Whole Person Care

First Holistic Nurse

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Mind = Positive focus, inspiring
Body = Reduces blood pressure, need for pain meds
Spirit = Eases suffering
Spirit

“Yesterday a very agitated man on the med surg unit... did not initially want to talk to me. I put on the channel and all I said was ‘I wish you much peace and healing today as you deserve that more than ever’. He looked up at me, his eyes became moistened with tears, and he asked me then to sit down, and we had a very revealing and opening conversation. Without the C.A.R.E. Channel I really believe that the spirituality expressed between patient and chaplain could not have occurred.”

Touch Points in the Continuum of C.A.R.E.
Admitting/ER

Urgency
Dis-organization of expectations
Waiting among strangers

Diagnostic Waiting Areas

Pain of waiting
Unknown waiting time
Anxiety about test and outcome

"I am 80 years old, so it is really easy to get all wound up and have my BP up over 140 or 150 by just being there, waiting. Then you get marked as being hypertensive. Now, I wait downstairs in the lobby watching the C.A.R.E. Channel until it’s my appointment time."
Pre- and Post-Op

Spiritual comfort
Peaceful awakening after surgery
Can use guided imagery

Labor and Delivery

Good pain and pain
High emotion
Can use guided imagery

Intensive Care

Patients heavily medicated
May or may not be awake
Frightened, confused
Risk of sleep deprivation
C.A.R.E. at its holistic best
My 3-year old son was in the ICU and almost died. The C.A.R.E. Channel helped us all be calm and rest when we could. He was mesmerized by it, he would ask for the channel by asking for the water or the birds – and at night he would ask for the stars. He was fighting to breathe and when we put the channel on he would relax and it helped him to breathe. It even helped his grandparents who were very stressed out and anxious to relax.”

Intensive Care Waiting
Families are traumatized
Need privacy, rest
C.A.R.E. provides support

Intensive Care Waiting: Westchester Medical Center
Patient Room
At Night: Promotes Sleep
Supports Quiet at Night

C.A.R.E.CONNECT
For smart phones, tablets

Beyond the Hospital
Consistency in care
Reduce readmissions
C.A.R.E. at Home app
C.A.R.E. at Home DVDs
C.A.R.E. Connect for patient portals
Thank You!

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