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

Type your questions or comments into the chat box!
Whole Person Care

Humanity in Patient Care

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

First Holistic Nurse

First Holistic Nurse
“Once the patient has been deconstructed into symptoms such as anaemia, weight loss, abnormal liver function tests, or a calcified lung mass on a chest X-ray, the treating team calls into action an array of steps and strategies to deal with each and to reach eventually the correct diagnosis and to formulate an effective treatment plan. ...The challenge ...is to transition from the care of symptoms that happen to reside in patients to the care of patients who happen to have symptoms.”

Gordon L. Crelinsten
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 just not have occurred.”

Touch Points in the Continuum of C.A.R.E.

Admitting/ER
Urgency
Disorganization 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

Intensive Care
“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 a positive valance
Makes time easier to endure

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, computers

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
C.A.R.E. Select for clinics, offices
Client Success Team

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THE C.A.R.E. CHANNEL
Continuous Ambient Relaxation Environment

Thank You!

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