

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

Susan E. Mazer, Ph.D.  
President & CEO, Healing HealthCare Systems

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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



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### 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!*



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**Whole Person Care**



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**Humanity in Patient Care**



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**Body + Mind = Whole Person Care**



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### Healing + Curing = Whole Person Care



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### First Holistic Nurse



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“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



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**THE C.A.R.E. CHANNEL**

Continuous  
Ambient  
Relaxation  
Environment



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**THE C.A.R.E. CHANNEL**

**Mind** = Positive focus  
**Body** = Reduces blood pressure, need for pain meds  
**Spirit** = Eases suffering; return to wholeness/self



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**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.”



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



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**Admitting/ER**

Urgency  
Disorganization of expectations  
Waiting among strangers



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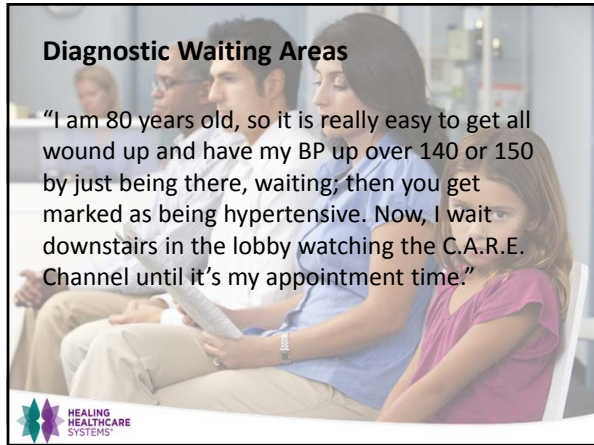
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**Labor and Delivery**

Good pain and pain  
High emotion  
Can use guided imagery



HEALING HEALTHCARE SYSTEMS

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**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



HEALING HEALTHCARE SYSTEMS

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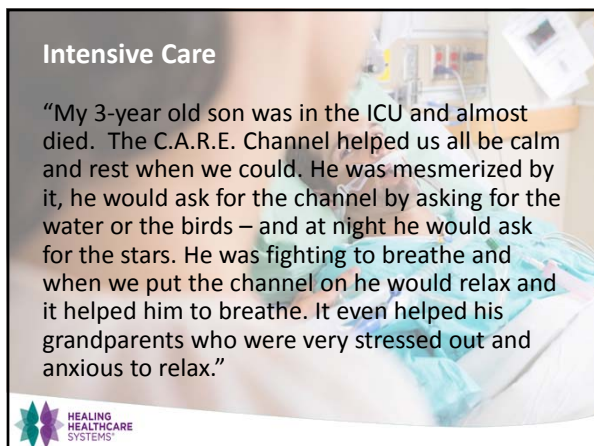
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**Intensive Care**

“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.”



HEALING HEALTHCARE SYSTEMS

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**Intensive Care Waiting**

Families are traumatized  
Need privacy, rest  
C.A.R.E. provides a positive valance  
Makes time easier to endure



HEALING HEALTHCARE SYSTEMS

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**Intensive Care Waiting:** Westchester Medical Center



HEALING HEALTHCARE SYSTEMS

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**Patient Room**

At Night: Promotes sleep  
Supports Quiet at Night



HEALING HEALTHCARE SYSTEMS

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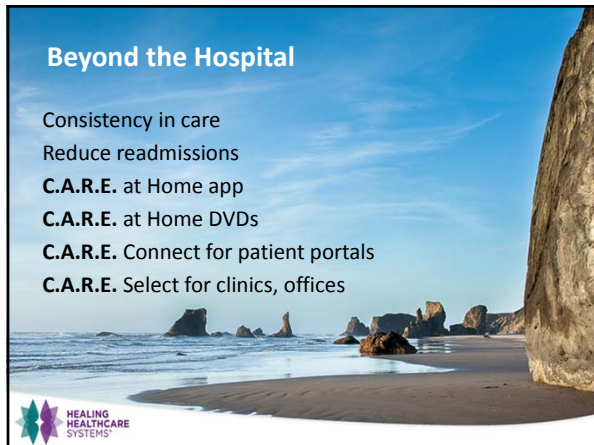
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**Client Success Team**



Erinn Pignetti  
epignetti@healinghealth.com

Heather Bridges  
hbridges@healinghealth.com

Brenda Tyler  
btyler@healinghealth.com



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**THE C.A.R.E. CHANNEL**

Continuous  
Ambient  
Relaxation  
Environment



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**Thank You!**

Susan E. Mazer, Ph.D.  
President & CEO, Healing HealthCare Systems  
Email: [smazer@healinghealth.com](mailto:smazer@healinghealth.com)  
Blog: [www.healinghealth.com/susan-mazer-blog](http://www.healinghealth.com/susan-mazer-blog)  
Linkedin: [www.linkedin.com/in/susanmazer](http://www.linkedin.com/in/susanmazer)



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