Beyond Diagnosis and Treatment

The Emotional Journey Behind the Patient Experience

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VITAL SIGNS  LABS  IMAGING
MEDICATIONS  NUTRITION  I & O
COMMUNICATION & TRUST
FINAL TAKEAWAY

• Communicate
  • Tell the patient what you know
  • Show the patient their entire team is on the same page
• Address every problem, even if you can’t fix it
• Don’t make the patient wait unnecessarily
• Tell the patient when you will be back

• Be patient
• Include the patient’s family
• Be consistent
  • Predictability is a good thing
• Follow through
  • Give the patient a reason to trust you
• Pay attention to details