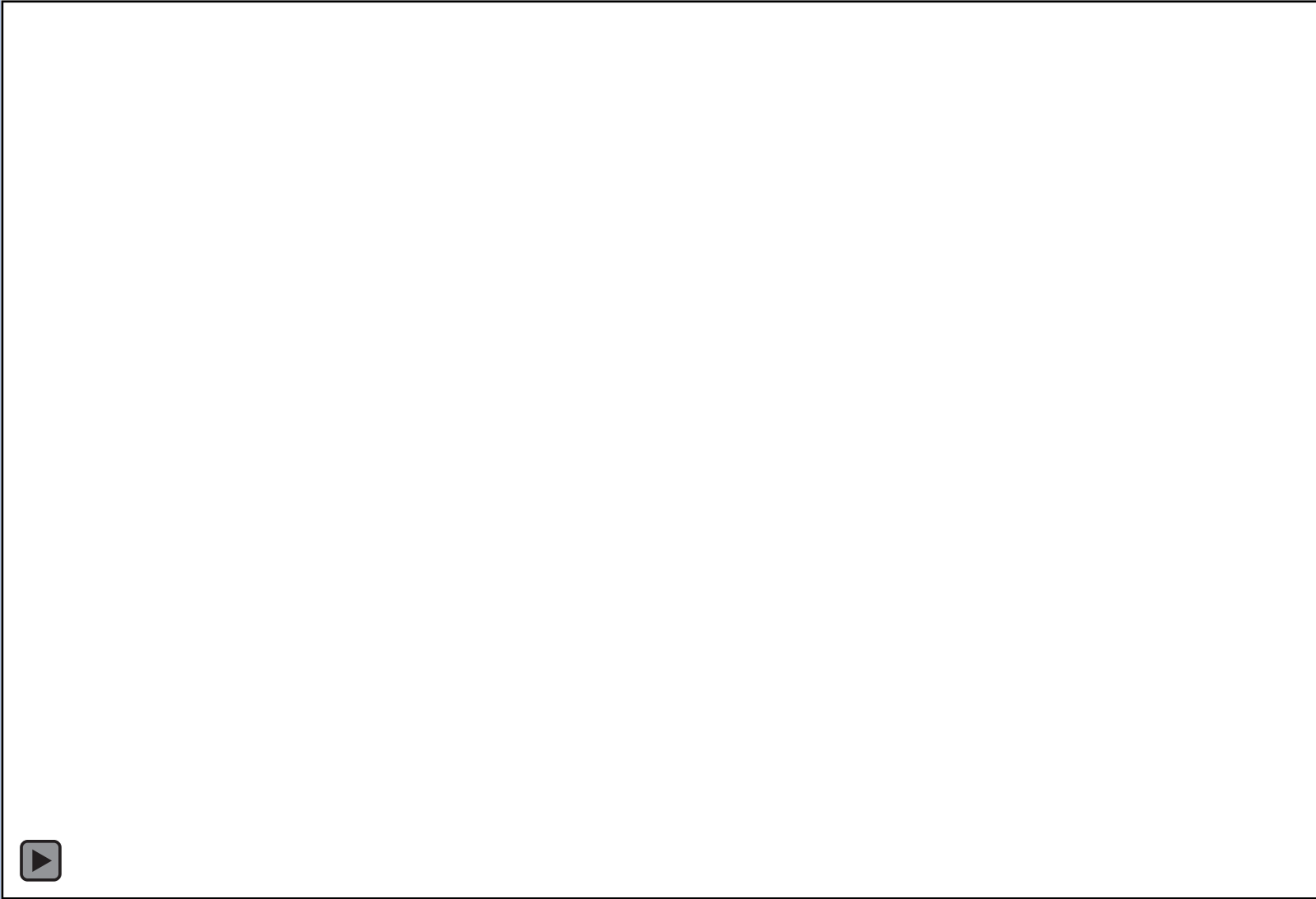


Better Bedside Manners

By Richard Huff

That awkward
moment







Pop quiz

The Last Time?



**What's wrong?
How can we fix it?**



The biggest problem?



@richmhuff



Round and round

@richmhuff



It's too easy to think of them as calls or illnesses, not people

@richmhuff

It takes work to develop good bedside manners



@richmhuff

• We're
not.....





Make the patient feel like
there is no one in the world
more important than they are
at that very minute -
They are your #1 priority

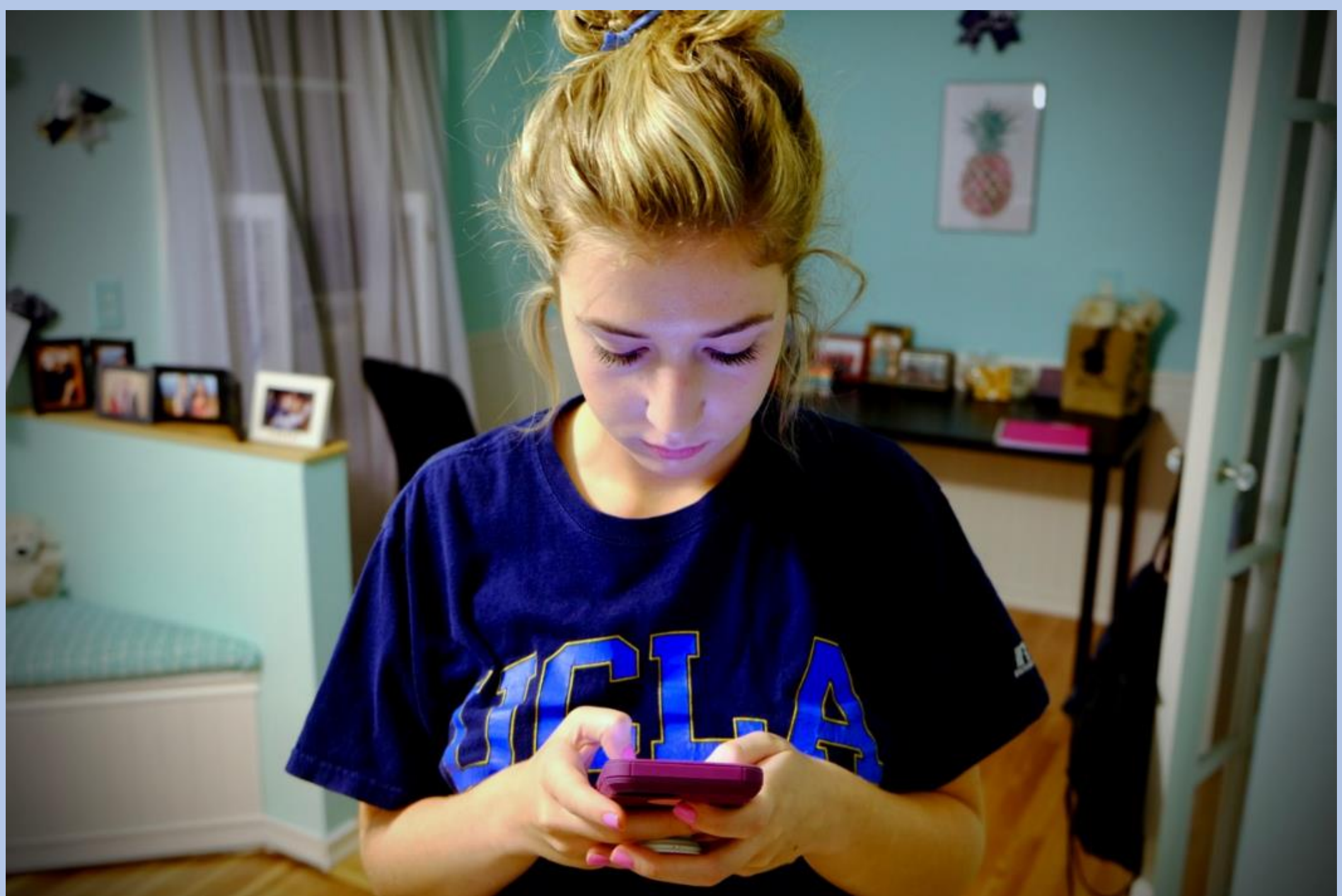
Formal names, talk like people, not EMS robots



@richmhuff



If you use the word “distal” in a conversation with the patient, you should be forced to turn in your badge.



Behave as if your mother is watching



Voice, tone, posture, position



Sympathy

Is having pity or sorrow in reaction to the distress of another person

Empathy

Is the understanding for what they're going through

Compassion

Is being conscious of their distress and doing something about it

- E - eye contact
 - M - muscles of facial expression
 - P - posture - conveys connection
 - A - affect - expressed emotions
 - T - tone of voice
 - H - hearing the whole person
 - Y - your response
-
- Dr. Helen Riess

- **Where do we go wrong?**
- **We try to relate: “When I cut my hand....Or when my father died...”**
- **Instead: “I understand this is uncomfortable and we’re working to help.”**





Avoid sharing your personal
feelings or thoughts about
the situation

Don't judge!



@richmhuff

DISTRACTION
Colors
Cartoons
Animals
Toys





Humor where appropriate and the appropriate humor



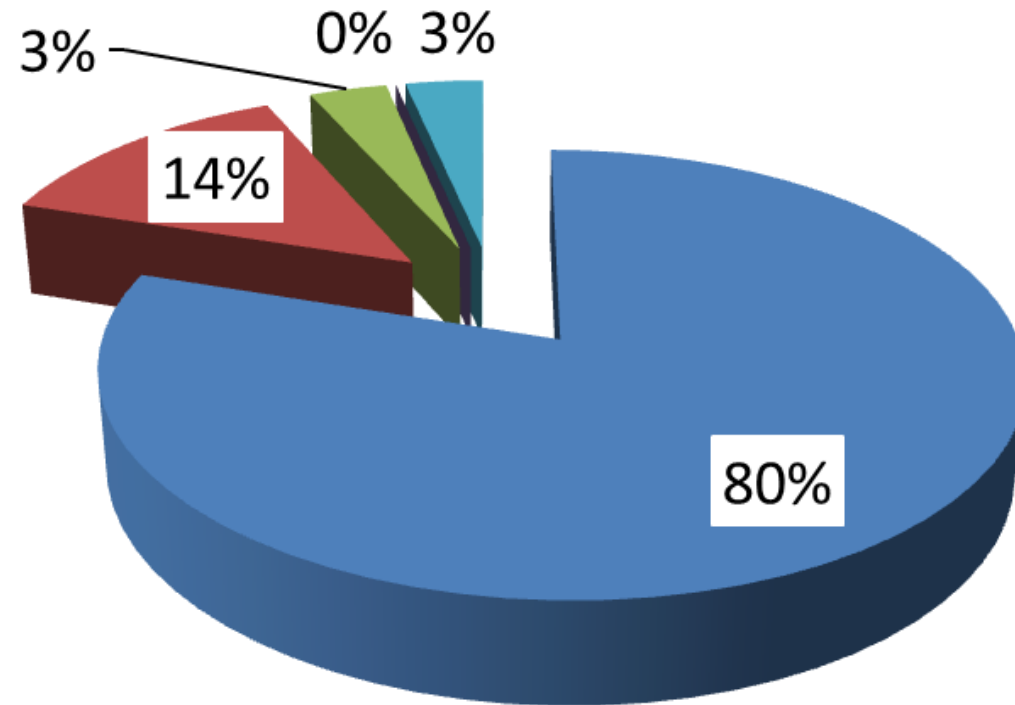
Avoid non-patient related conversations.



“How am I doin’?”
– Ed Koch, former NYC Mayor

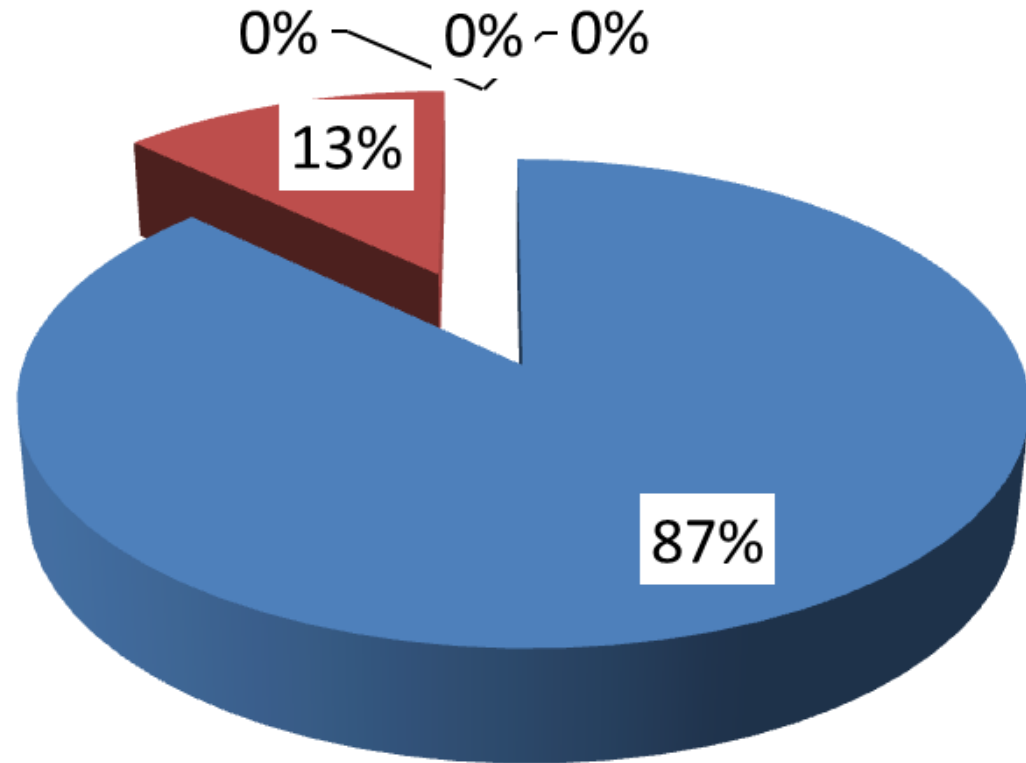
Explanation of Procedures

■ Excellent ■ Good ■ Fair ■ Poor ■ NA



Concern about Your Needs

■ Excellent ■ Good ■ Fair ■ Poor ■ NA





We plan for everything, put a plan together to boost bedside manners

Commitment

- Commit to change
- Accept that bedside manners are important
- Use a team approach
- Highlight good work
- Discuss how to make the experience better
- Bring in help if needed – Colleges, Senior Centers, Kids
- Create a survey and ask people how you're doing
- Look the part
- Show respect – 5 minutes



Make having good
bedside manners just
as important as taking
blood pressures



@richmhuff



- @Richmhuff –
Twitter/Instagram
- RichardMHuff on
Facebook
- Richardmhuff@gmail.com