7 TIPS TO IMPROVE PATIENT-CENTERED CARE

You went into the medical profession to help people. To heal them if possible. If not, to give them comfort. Whether you see them just once or over a period of years, it's critical to also care for their souls as well as their bodies. Here's seven tips for focusing on *them*, rather than just on their diagnosis.

- ✓ ***Respect*** their values, preferences, and needs - even if you don't agree with their choices.
- ✓ Treat them with ***sensitivity*** and ***dignity*** at all times. And good or bad, provide tghem with results ***as soon as possible***.
- ✓ ***Involve them*** in the decision-making process by providing information in a way they can understand.
- ✓ Remember that they are first and foremost, a ***person***, and not a patient or diagnosis.
- ✓ Become part of their team - NOT the leader of it. Always remember ***they*** are in charge.
- ✓ Depending on the severity of their diagnosis, they may not be processing what you say. ***Repeat yourself*** and provide printed information they can review later.
- ✓ **Always, *ALWAYS* treat them as you want your mother, partner, child, best friend, even yourself, to be treated.**

Want to learn more about how your practice can improve it's patient-centered care? Contact Deb for details on virtual and in person presentations and training.

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