



You're not just a number

Connie L. Montgomery- Retired OTR/L; Global Patient Advocate and Author, MUSC Health; CHES Foundation Inc; PFCCpartners

Risa Tolbert, Radiation Therapist, Confident Care Health Services



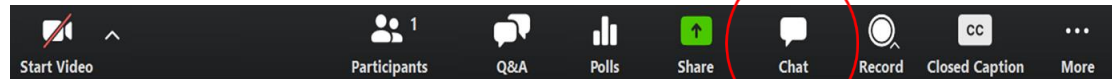
Agenda for Today

- Introduction
- Housekeeping
- Presentation
 - Connie L. Montgomery, MUSC Health; CHES Foundation, Inc., PFCCpartners
 - Risa Tolbert, Radiation Therapist, Confident Care Health Services
- Q&A
- Wrap-up



Housekeeping

- This webinar is being recorded
- We will email you the recording and slides
- All questions and resources can be submitted through the chat feature



You're not just a number




Connie L. Montgomery
MUSC Health; CHES Foundation Inc; PFCCpartners

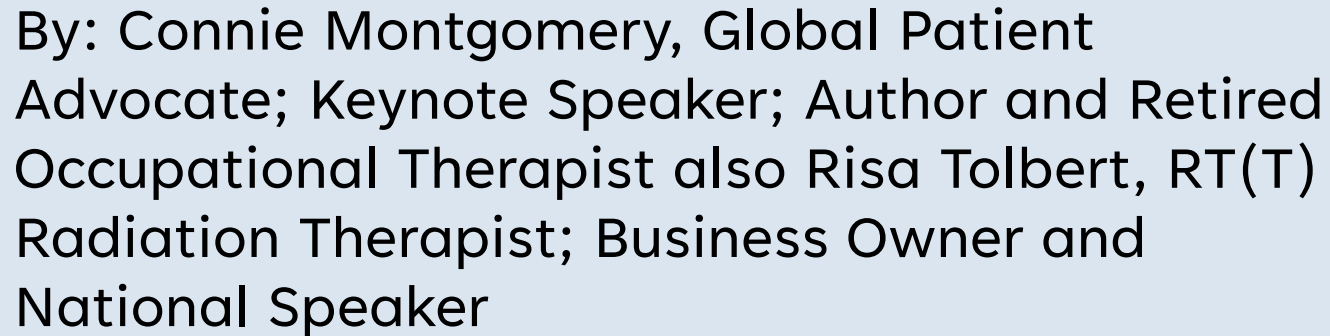


Risa Tolbert
Confident Care Health Services





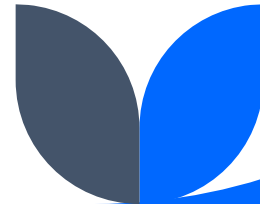
You're Not Just A Number Webinar – Camden Coalition June 29, 2023



By: Connie Montgomery, Global Patient Advocate; Keynote Speaker; Author and Retired Occupational Therapist also Risa Tolbert, RT(T) Radiation Therapist; Business Owner and National Speaker

Agenda

- ❖ Introduction and welcome – Connie Montgomery
- ❖ Primary goals and objectives of Webinar – Risa Tolbert
- ❖ Self-check Pre-test: Define The 3 Models of Care and 2 ways to provide authentic, respectful communication and interactions with people you interact with peers and consumers = 5 questions
- ❖ Timeline of Activities : Define the 3 models of care with case study to support findings – Connie; share 8 Tips for authentic, respectful communication and interactions-Risa
- ❖ Role Play Activity
- ❖ Post Test Poll with the same 5 inquiries from Pre-test.
- ❖ Summary and close with Questions and Answers

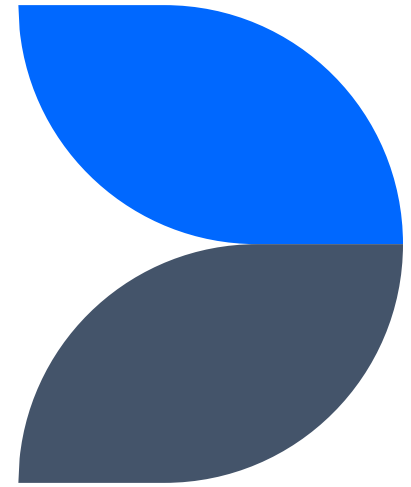


Introduction

Welcome to the You're Not Just A Number Webinar. My name is Connie Montgomery and I am a Global Patient Advocate with complex care needs and a retired occupational therapist. Today, my friend and co-presenter, Risa Tolbert and I will be sharing some practical tips you can implement immediately in your service delivery skill sets to improve and maximize health and health related experiences and outcomes. We both have lived experiences as patients, caregivers of our LOVED ONES and healthcare practitioners.

Primary goals and Objectives

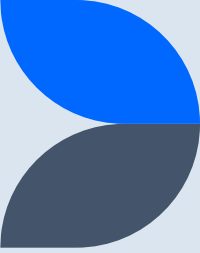
1. Participants will identify a clear understanding of the 3 types of care: Sympathetic, Empathetic and Compassionate
2. Participants will demonstrate the importance of respectful, helpful and relevant healthcare communication



Pre-Test for Webinar {Self Check}

1. Define the Sympathetic model of care with service delivery.
2. Define the Empathetic model of care.
3. Define the Compassionate care and please explain what makes it different and potentially a more effective model of care.
4. LIST ONE way to immediately enhance communication and interactions nonverbally with most individuals.
5. Please share ONE strategy to improve authentic and respectful communication with all individuals.

3 Models of Care Shared with Stories – Highlight Research



1. Sympathetic Care- My first pregnancy experience
2. Empathetic Care- Ms. Player mom's nurse
3. Compassionate Care- Dr. Ming Lim – one of my hematologist
4. The information shared in this slide can be considered and used in all types of customer/client services regardless of specialty service provided: social work, health support and clerical/administrative assistance.

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Original Article



Sympathy, empathy, and compassion: A grounded theory study of palliative care patients' understandings, experiences, and preferences

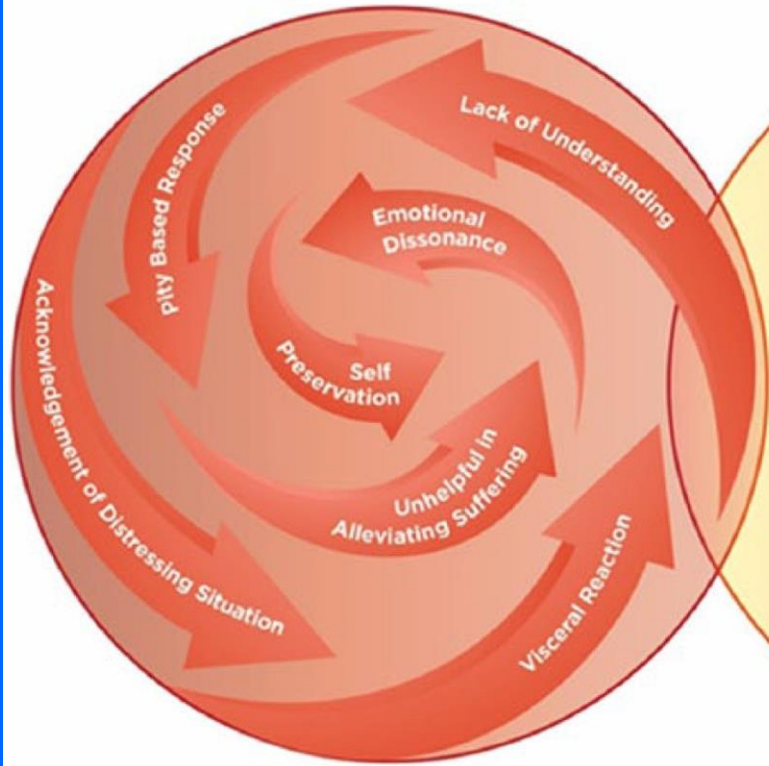
**Shane Sinclair^{1,2}, Kate Beamer¹, Thomas F Hack^{3,4}, Susan McClement^{3,4},
Shelley Raffin Bouchal¹, Harvey M Chochinov^{3,5}, and Neil A. Hagen^{2,6}**



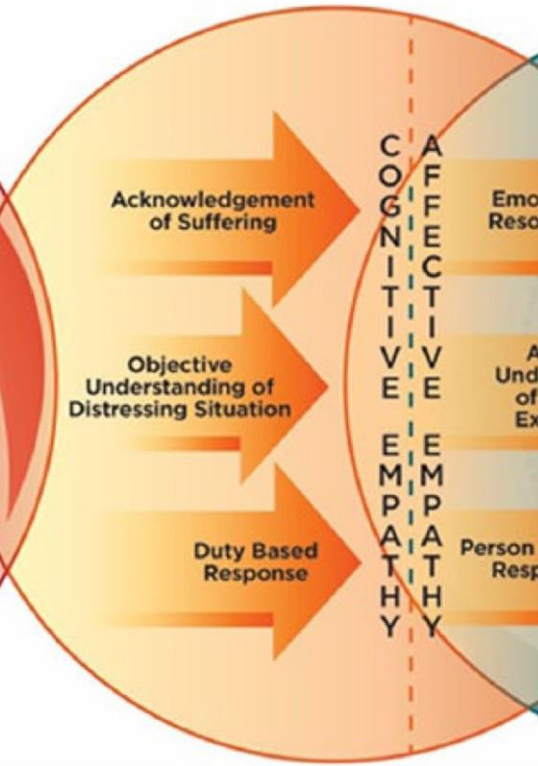
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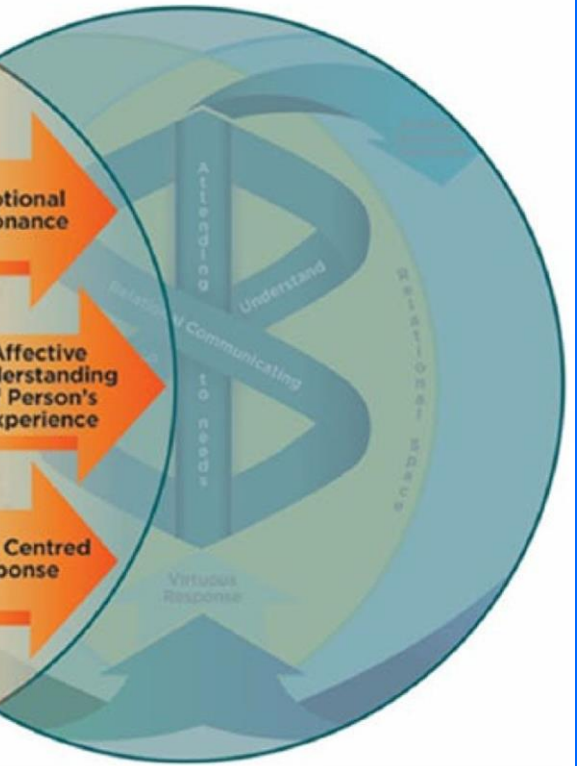
Sympathy



Empathy



Compassion



Sinclair et al., 2016

Tips for Authentic, Respectful Communication

1. Be kind and respectful to each other
2. Make certain that all individuals present have been introduced and their roles (involvement) in care are known
3. Be present and committed to sit - ****Make eye to eye contact****
4. Listen deeply
5. Ask thoughtful questions
6. Wait for responses
7. Repeat information that is gathered to make certain that the information shared is correct
8. Consider other resources that may be needed due to social determinants of health expressed

Role Play Scenarios:

- 1. Scenario A**
- 2. Scenario B**

What did you notice or observe in both scenes? Please unmute and respond after raising your hand or write your reply in the chat area.

Comments, Questions and Answers ????????

Please raise your hand or write your reply in the chat area.





**Thank
you!!**

Have a nice day!



For more
information

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We want your feedback!

An evaluation survey will be sent
out after this webinar

Thank you!

National Center for Complex Health and Social Needs

An initiative of the Camden Coalition

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