



Leading the Charge for Compassionate Care

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- Provision of Health and Patient Care
- Importance of Topic
- On the Other Side of the Bed



- Interpersonal Communication
- Communication Foundation
- Communication and Cues
- Patient Safety and Communication



- Brighter Side of Healthcare
- Major Transitions
 - Model of Care
 - Regulatory Areas
 - Rooted in Core Values
 - Impact on Care System
- Impact of 1557 Legislation
 - “Welcomed” Legislation and Broadened Access Standards



- Patients Perspective
- Sick and “Not at Their Best”
- Complexity of Care and Caregivers
- Care Recipient Expectation
 - Clinical Expertise and Care
 - Concern, Support and Consistency
- Lifestyle Adaptation
- Patient Education
- Care Coordination and Planning



- Importance of Competent Inpatient and Outpatient Care
- Consequences without Competent Care
- Organizations Ethics and Clinical Disciplines Must Plan
- Availability and Facilitation of Devices, Resources and Follow Up



Thank You
and
Questions