Depolarizing Neurons: Becoming more Positive!

Wellness Recap

On Friday May 4th we had a fantastic monthly Wellness session with Dr. Torrey Simons. We hope you all enjoyed it. Here are some key, take home points on effective communication with patients and their families:

1. **Use “I wish....(that grandma could come off the vent)” yet “I worry.....(that it will not be possible)” phrasing.** The I wish and I worry phrasing can help to express feeling and emotion that may parallel that of the family and facilitate mutual understanding of the stress and concern over a decision.

2. **Name the emotions at hand.** We are good with laying out the facts but emotions can often make someone deaf to hearing the facts. Thus, keep what you have to say short, listen, and let them talk. “This must be really scary, but we have no more treatments to offer”.

3. **Avoid medical jargon.**

4. **Understand the other person.** “Tell me more” “Why is this important to you?” Use that to develop a relationship and understanding.

5. **Don’t underestimate your knowledge and experience** and how that can be used to help guide patients and families in making a decision.

Resident & Fellow Spotlight

Congratulations to all of the participants at the Stanford Quality Improvement Symposium, and specifically to Alex Frolov and Tresa McGranahan for receiving the award for Top 10 Poster!