

Gold Humanism 3rd Annual Symposium

Gold Mining Session Topic: “The Patient Experience”

The purpose of this topic discussion is to identify initiatives that improve the patient experience through various projects including providing sitters, and other ways to develop a more therapeutic and comforting environment in the hospital.

Examples of initiatives/activities could include:

1. **Service to patients:** Provide sitter services to patients that are identified by nurse, physician or other allied health professional. Can also be requested by patient or family.
2. **Service to patient families:** Support families wanting to stay overnight with patient.
 - a. Offer access to toiletries, snacks and or food stipend or voucher for family members who stay between hours of 7pm-7am;
 - b. Support optimizing room space to allow family members to stay (recliners and/or cots)
3. **Engaging and influencing the healthcare community:** Provide high school/premed/medical and nursing students an incentive to volunteer to serve as sitters. The types of student services that could be provided:
 - a. Provide comfort support and companionship to patient, e.g., assist with non-medical interventions (ice, water as allowed, pillows, blankets, etc.), notify nursing staff of patient concerns;
 - b. Patient advocacy.
 - c. Participating students could apply for educational scholarships through a fund set up for this initiative
4. **Perpetuating mission of GHHS:** Send cards of encouragement (with permission) to patients/patient families who have benefited from the outlined initiatives.

The goals of these activities are two fold:

- a. To provide individual patients and families with emotional support
- b. To directly engage the healthcare community in increasing the focus on the importance of humanism in medicine.