



Design for Implementation:

Trauma Research and Clinical Guidance Conference Series

Design
for
Implementation

Patient Perspective

Impact of Fractured Care on Patient Experience and Outcome.

Objectives

- **What:** Integrate Humanity into Healthcare
 - Avoid the Spreadsheet
 - Connect with the Patient
- **Why:** Improve patient experience and outcome
- **Actions:**
 - Embrace Patient Culture (heritage, music, background, etc.)
 - Taboo Subjects
 - Patience with Patients

Commonality



Humanity



How to See Past the Numbers

- **Taboo Subjects**
 - Religion
 - Hand holding, eye contact, rubbing, and hugs
 - Traditional and Modern (Family) Roles
- **Embrace Culture (Diversity, Equity, and Inclusion (DEI))**
 - Race and Trauma Mortality; Journal of Trauma and Acute Care Surgery; June 2022
 - HipHop Playlist
 - Parents – Use Last Name
- **Patience with Patients & Family**
 - Said ≠ Heard. (Emotions)
 - A higher power will always receive credit for good news
 - Doctors receive the credit for bad news

Actions for Consideration

- Overcome the numbers and connect with the patients.
- Not easy goals to accomplish, but you are doctors/directors.
- Patients feel the lack of care, but also feel powerless to change it.

Taboo Subjects

- Religion
- Physical Contact
- Eye Contact
- Family Roles

Embrace Culture

- Ethnic
- Music
- Heritage
- Environment

Patience with Patients

- Said ≠ Heard
- Good vs Bad News Credit

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Questions ?